

RECORDS RETENTION

DEPT. CODE:
INVENTORIED BY:

02MFQ15D
<i>[Handwritten signature]</i>
<i>1020</i>
<i>104</i>

FILE CODE:
STORE CODE:

2055558821

This book does not include:

- Routine flavor/analytical problems/decisions
- Routine Matls Eval submissions & activities
- Routine or Special Smoke Panel Evaluations

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1/5/94 1-12 Renovation work Completed over Shutdown.
However, fatigue matting needs to be ordered and secured
safety ladder was replaced with a ten foot wooden ladder.
I called Mel Dailey to request that we inspect the
area together.

1/5/94 Sign-in sheets ("Personal Protective Equipment" and
"Job Procedures") to Mfg. Safety. All 1993 Safety Training
was completed on schedule. Safety Office Renovation -
Will take sheets tomorrow.

1/5/94 Mel Dailey suggested, as a temporary replacement for
the wooden ladder on 1-12, using one of the blue
safety ladders from one of the "Modernization" Production
floors. He will check with Hector Gonzales to make
sure that the secured ladder is in the plans to be
returned to the spiral area for unjamming cases.
Stalked to Janice Branam. She sent Betty Johnson
to investigate the blue ladders as Betty works on
1-12 on a regular basis (to relieve) and could
more readily determine whether the ladders could
be used for the task.

1/5/94 Virginia Slims Lights Menthol 6's (Singapore)
Low-out-of-spec. (12/22/93 Production). Asked
Monica to smoke them. These are similar to
her brand and she is a trained panelist.

1/5/94 Dick Bierman called requesting 5th target
for Marl Bly Spray. He needs it for calibration
of flowmeter. I told him 1.1224. He said
they are having problems with the float and
may have to redesign. I told him to tell the
vendor working on the meter to make sure they
test at application temperature. (Range Spkr 1.1114 - 1.1334)

1/5/94 V5 5th Ment 6's Singapore (Refer above). Four
panelists smoked. Results satisfactory

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1/5/94

Appointment for 10:00 am tomorrow - Perkin Elmer -
Service agreement FTIR

1/5/94

Mel Dailey called back after talking with
Sector concerning ladders on 1-12.
Mel said:

- One of the blue safety ladders from Mfg has been placed where the operators change case dates. That ladder will remain at that location
- A 6 foot safety ladder is needed directly in front of the Giltac.
- He asked me to page him tomorrow and we will investigate to see what type / size ladder is needed at the spiral
- He believes that ladders can be purchased from an account that Cigarette Mfg uses for ladders.

1/6/94

Completed organization Review Summary worksheet for PMP.

1/6/94

Mtg. with Perkin Elmer - Service Contract

1/6/94

Betty Jamison talked with Tom Kemp concerning having a safety platform ladder constructed for the spiral area on 1-12. She showed him the hazard, emphasized the importance of getting one installed quick and wrote a work order. Tom said it should be ready in two days with two men working on it.

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- 1/6/94 Received copy of Richmond Materials Evaluation System manual yesterday. We had been awaiting this manual for approximately two months as Jammy Wilson had instructed Louise to use the Richmond manual for reference to complete the Louisville Internal MES. I gave a copy to Sue. I had put together a Central MES using 20th St copy but Jammy revised this and asked that everyone else do the same.
- 1/7/94 Compiled Bill Speicher's monthly safety update - gave to Monica for typing.
- 1/7/94 Gave Organizational Review worksheet to Caren J. (PMP)
- 1/7/94 Mfg. Safety personnel returned to office after renovation. Hand-carried sign-in sheets "Personal Protective Equipment" and "Job Procedures" to Kevin Connell.
- 1/7/93 Marlboro Menthol - Thailand - Pack menthol levels high out of spec. High enough to suspect wrong foil. Gayle called Woody Thomas to find out whether Specs had been changed without notification. I checked my current specifications to see if another brand matched the menthol levels of suspect cigarette. No other foil brands matched. Appeared to be (possibly) wrong plugs. Asked Janice to call Roger Bond to make sure proper plugs being used. Bernie checking on supplies - (Packer 50) Cigarettes flagged for smoke panel.
- 1/7/93 Betty Jamison reported that the original safety ladder has been returned to I-12 spiral area. The shop still plans to build one with a better design.
- 1/7/93 Meeting chaired by Caren Hughes to discuss PMP.

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1/7/94 Norman Smith said that Xylan Coating on some glue pots had been scraped off during cleaning over shutdown. He said that a breakdown in communications may have been responsible for the mistake. Apparently, the crew cleaning the pots thought that the coating was supposed to be removed. He said that they may try inserts next but that he would have the insert material evaluated before trying.

1/7/94 Marlboro Menthol - High menthol - Packer 5C (Refer: Page 3) - Bernie Clark collected a roll of foil currently in use. Results: \bar{x} 70.4 mg/foil (Target 60.0 Range 57.0-63.0). Bernie called Cigarette Mfg to Hold all foil 16-002-C produced 7/23/93. Cigarette Mfg called LMCP to Reject foil from that batch at LMCP. Foil on Hold at Maple Street will also be rejected. Cigarettes will be evaluated by smoke panel when equilibration is complete in cigarettes. (Roll Evaluated: 16-002-C #34 7/23/93)

1/10/94 Meeting with Analytical Personnel to explain 1994 Salary Administration Program.

1/10/94 Sue said that Denny will be discontinuing quarterly sanitation audits because Degenek will only be auditing twice yearly. She wanted to know what she should continue quarterly MES audits. I told her that we will continue to conduct quarterly MES audits with assistance from Richmond twice yearly.

1/10/94 Clarence Jackson showed me a memo outlining Cabarrus' bulk glue tank cleaning procedure. This is a routine cleaning procedure and does not require entry into tank. The major difference, (Cont)

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1/9/94 (Cont) from a Safety/HazEval standpoint, so that Cabarrus uses hydrogen peroxide as a cleaning agent. Louisville uses Citric acid. It noted in the Cabarrus memo that, under certain conditions, hydrogen peroxide will explode. I told Clarence that I would prefer that we continue using the Louisville procedure. Clarence said that he had talked to Norman Smith and Bernie Clark and that they were in agreement with me. Louisville has had no problems with bacteria with the Citric acid procedure and plans to continue using it unless procedure changes are mandated by higher authority.

1/10/94 Mtg with Vanessa - Salary Administration Program.

1/10/94 Talked with Denny concerning quarterly audits. (Refer: page 4) He said that (working around Denny's schedule) some audits would be two months apart and others four months apart. Whether Sanitation Audits will be conducted quarterly is still in decision-making stage.

1/11/94 Meeting with Mark Hatch concerning Salary Administration Program. Mark had worked third shift yesterday and was not in attendance when I met with first shift.

1/11/94 Informed Analytical personnel of Louisville Salaried Payroll Schedule - Taped a copy of memo in Analytical logbook. Posted a copy of Salaried Vacation Check Request on the bulletin board for the benefit of those employees who do not have direct deposit.

1/11/94 Mtg with Sue to discuss internal MES, Quarterly audits, status of replacement scrub pads and foreign matter procedure. (Monica has not typed Louisville Foreign Matter sheet). XEN items list has been sent to Jimmy Weston.

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1/11/94 Distributed Bill Speicher's Monthly Safety Update

1/11/94 Greg Huelsman called concerning the 3M (currently in use but not approved) scrub pads / Anderson (approved but cost prohibitive scrub pads. - Refer: 11/19/93 - 1993 Log Book - Anderlex Pads \$1.26 per pad
3-M " .22 per pad

Bill Speicher agreed that Anderson (Anderlex) price was prohibitive and instructed Greg to continue to use the 3M pads in stock until a suitable replacement at a reasonable price could be found. Since that time, Louisville Purchasing and QA have worked continually to find a suitable pad.

When Greg called today, he said that he had negotiated with Anderson Mfg. for a new cost of \$.59 per pad. He said that, based upon usage of approximately 3600 pads/year, the cost increase to go to the approved Anderlex pads would amount to approximately \$1200⁰⁰ per year. He is going to recommend to Bill Speicher that we go to the Anderlex pads. He will let me know when he obtains approval from Bill Speicher.

1/11/94 Vanessa Fields sustained a slight (non-recordable) injury to her left index finger. She was working on System 36 printer. IBM Service Representative was on the phone with her attempting to talk her through repair work. Injury occurred when fingernail broke - 2.5cm into surface of nail bed. No unsafe acts - No unsafe conditions.

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11/2/94 Accident Report completed and ^{will be} sent to Mary Lynn Cotton.
(Vanessa Fields). Will send tomorrow after Bill Speicher
returns from Richmond - Report requires his signature.

11/2/94 Mel Dailey called concerning a vessel on the
Bldg 6 roof. Water was pouring out of it. Mel
said that the water had an alcohol odor. He
contacted Dan Bloch. Dan said that it is likely
that the water contains some alcohol. Mel asked
if we could test the water for alcohol content.
I told him that we can run a gas chromatographic
analysis on the water for alcohol content.
System went down - water stopped running. Mel
said he would let me know when the system
is back up and we can obtain sample. I assigned
sample collection to John Spradling and instructed
him to stopper the sample immediately to prevent
alcohol evaporation before analysis.

11/2/94 Mel Dailey called back - said they have a
temporary connection - Water is not running
onto roof anymore. He will inspect and
get back with me.

11/2/94 Responded to Caren Hughes regarding questions
concerning status of scrub pads. Refs: Page 6

11/2/94 On third shift this morning, Phil Allen called
for analysis of Burley Spray from Tank #1. The
volume in the tank was 27 inches. The tank should
have contained only 2 inches. Results follow:
Range: SpGr 1.1114 - 1.1334 RI 1.3849 - 1.3928
Tank #1 Sample SpGr 1.0130 (out of spec) RI 1.3484 (out of spec)
Investigation revealed that excessive water had been
added to the flavor. Adjustment not feasible
1,503 gallons Rejected/Disposed. Burley Spray
in Tank #2 was within specification.

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1/12/94 Greg Huelsman called back and said that he had sent a message to Bill Spucher via E-Mail recommending that we go with the Anderson screw pads. Greg also said that we should continue to look for acceptable pads at a lower price. He had re-calculated and found the additional cost to be approx. \$1500⁰⁰ per year. I told Greg that we will be happy to work with him to find an acceptable pad at a lower price.

1/12/94 Filled-out Capital Asset Inventory - Returned to Caren.

1/12/94 Louisville Data Center - Ext 1264 - Will handle problems with System 36 if Richmond does not handle first. Either way, covered under service contract.

1/14/94 Norman Smith submitted four plastic materials along with MSDS on each - For possible use as glue pot inserts. I told him we would give it high priority - May be able to get approval by FAX^{ms} MSDS to Jammy W.

1/13/94 Called Jammy Weston - Asked her if she would consider evaluating Norman Smith, insert material samples based on MSDS data. I rejected the Acrylonitriles (did not send Fax on those) - Not acceptable. Sent Fax MSDS on Polyethylene, High Impact Polystyrene and Polyester. All of these should be acceptable unless Jammy finds something on one of the MSDS sheets.

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1/13/94 Sent accident report (Vassar Field) to Mfg Safety after obtaining Bill Speicher's signature.

1/13/94 Received memo from Dave Rockwell concerning Hain Tunnel Project. Scanned for info. applicable to Louisville and gave to Barbara Wayne. Asked her to read it and highlight anything I might have missed. She will also make a copy for herself.

1/13/94 Marlboro Lights 100's (1560) FTB produced on "C" Shift 1/1-5-94 (12:00 Sampling) were low in menthol flavor. Dilutions were in Spec on the majority of cigarettes tested from two packs. Menthol level increased from no menthol taste to moderate (no menthol - 1st puff - Moderate - puff near filter) as cigarettes were smoked. This could indicate lack of menthol in plugs. Cigarettes were forwarded to Analytical Lab for KC test. Shipping will be called tomorrow to ensure that these cigarettes will be held a full two weeks before shipment from Dixie Whse. We also may request samples from 1st full pallet on "C" Shift 1/5/94 for KC analysis. KC analysis of the packs from the smoke panel samples revealed the menthol level to be low but within spec. No additional samples were requested. Barbara called shipping and asked that these cigarettes be held in whse. a full two weeks before shipping to allow for full equilibration.

1/14/94 Hydrogen alarm tested.

1/14/94 Worked on Formal PA - Gayle Blackaby

1/20/94 Brica filler in VSM Lts Ment. Rejected (eight million) - Will be reduced to filler. Cigarettes were produced on start-up from weather shutdown.

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1/20/94 Marlboro Menthol KS - Had not been packed. Testing revealed only half amount of targeted menthol in plugs. Had been stored on floor since last Friday. Reported the results to Bobby Cornett. Bobby called Gene. Gene felt that there was sufficient menthol in the plugs to allow for menthol taste on first draw. The foil will take care of the rest. Cigarettes released. Production to remove top 3".

1/26/94 Cambridge Menthol Lt. 100's on floor since last Friday. Menthol level \bar{x} 4.35 Range = 4.70 - 6.17. Cigarettes will be used in local distribution.

1/26/94 Marlboro Menthol King Size plugs stored on floor since last Friday. Samples collected from middle of trays were within spec (menthol). Plugs were released. Production instructed to remove top 3" from trays before using.

1/20/94 1450's (plugs) stored on floor since last Friday. Samples from middle of trays were within range. Released. Production instructed to remove top 3" before using.

1/26/94 Jimmy Weston called Sue. She said that Laura McCray had asked her to call to find out the status of internal MES procedure. Sue reminded Jimmy that we had not received the model from her until after the first of the year, (two months late). Sue said that we are working on it but may not be finished by end of January.

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1/20/94 Caren requested a list of Analytical jobs that support the Primary department. Made list & sent to Caren.

1/21/94 Iodine solution in roller-ball bottles arrived. Inna Landow will begin distributing to Inspectors. Bottles were ordered to prevent spillage on Manufacturing floors. Bottles are labeled in conformance with Govt. regulations.

1/21/94 Bruce Wills called (QA Mfg Ctr - Richmond). He wanted to know whether the spearmint flavoring in Alpine interferes with changeover analysis. He was advised to:

- Prepare and inject alcohol/spearmint solutions at various levels to determine retention times and sensitivity to spearmint on his GC's.

- Prepare samples of flavored Alpine filler - before wrapped in menthol foil - to see if GC picks up the spearmint in the filler.

1/21/94 Completed PA - Mayle Blackaby - gave to Monica for typing.

1/21/94 Completed Objectives portion of Sue Eaders PA.

1/24/94 Due date on finalized PA's has been moved to Feb. 14.

1/24/94 Bill Speicher inquired as to status of green scrub pads. Called Greg Duelsman to make sure nothing had changed since 1/12/94. He said that he had instructed Ann Cook to order the Anderson pads next time scrub pads are ordered. Some 3M pads still in stock - to be used up and replaced.

1/24/94 Truck shipments are not running on schedule due to weather. Inventories are sufficient at this time.

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* Dave Info to Bill Speicher - Refer: Pg. 6 & Pg. 8 - This book.

1/24/94 Sue called Jammy Weston to inquire about glue pot inserts (Norman Smith Submitted). MSDS were faxed to Jammy on 1/13/94. Jammy said she had not had a chance to look at them but will look at them today and call us back.

1/24/94 Dave Safety Committee meeting notice to Monica for typing.

1/24/94 Greg Shelsman called. He and Jammy Weston will be meeting with Omnibus Vendors next week to relay information on materials not approved for use in the factory. He did not indicate that anyone from Louisville needs to be present at the meeting.

1/25/94 Meeting with Sue to discuss status of glue pot inserts and cleaning material replacement samples. The replacement samples were necessary because some approved for use in Louisville are not available from omnibus vendors.

1/25/94 Woody Thomas requested samples from ten different batches of Burley Top Casing (00-220) and Brit Casing (00-601). The samples are needed to assist Tech Services in setting ranges and identification of key peaks. John Spradling will coordinate.

1/25/94 Caren asked about approximate turnaround time on final weigh belt samples. I told her that, on the average, reported (by except to Primary Dept within 40 minutes.

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1/25/94 Bobby Cornett was concerned as to why we wanted to KC plugs on changeover from menthol to Regular plugs even though the plugs (Regular) will be on a menthol brand and will be going to another menthol brand after that. I told him that this is an unusual situation but we do not want to set a precedent. The next time, we may go from a menthol plug to a regular plug (menthol brand) to a regular brand. Production may think a KC test already run and start up on Regular without a KC test. I told him that, in this case, we are not asking them to shut down or hold production and that we will not place anything on hold even if we find menthol. We would simply test more samples until clear. He agreed that we have had several instances in recent months in which Production failed to send aphis samples, cartons, etc. and that to make exceptions to procedures could cause more mistakes.

1/25/94 Woody Thomas called - New menthol program for packs and filler is ready to go. They will let us know when it is on line. If necessary, they can send someone here to train all shifts or we can send some to Richmond. First, we want to try training by phone.

1/25/94 Checked with Anna O'Neal to find out whether fatigue matting had been replaced after A-12 was re-designed. She said that she thinks so but will check on it.

1/25/94 The new sound-insulated cabinet for extra shaker was installed in KC Room.

1/25/94 Distributed Safety Comm. minutes (December) and Mtg notice (January)

2055558836

1/26/94 Wrote PA - Sue Eadens - Gave to Monica for typing.

1/27/94 Caren said that Norman Smith is organizing a meeting for all concerned in Hawni Tunnel evaluation to outline responsibilities.

1/27/94 Wed., Feb. 9 RRC Mtg - Caren will attend in Richmond.

1/27/94 David Curle (R&D) requested samples of oils and lubricants used on makers and packers in Louisville. I talked with Rich Keizer concerning regulations for shipments of small samples of lubricating oils. He said lubricating oils are not regulated (F.P. above 140°F). He said Mfg. could answer any questions we might have regarding shipment.

1/27/94 Pat scheduled to work "C" Shift Saturday. Dayle and Sue scheduled to work "A" Shift Saturday to handle production requirements.

1/27/94 Called LMCP to determine whether menthol foil will be produced on Saturday, requiring Vanessa to come in on "B" Shift.

1/27/94 If Dayle and Sue have time between samples on Saturday, they will work on the 5710 K. Hewlett Packard is no longer required to support it. The new HC has been removed from the Capital budget for the last 3 years.

1/28/94 Q.A. Safety Committee Meeting

1/28/94 Follow-up on "Immediate Action" issues - from Safety Committee meeting (Next Page)

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1/28/94 Safety Issues - Follow up from meeting:

- Called Don Neick concerning PM 80 Boxes blocking aiseways on 6-8. Beeper #760. Run-to-Order. Will do best they can to keep aiseways clear. He will instruct supervisors to keep closer watch.
- Have list of 1-12 issues that were involved in renovation over the Winter Shutdown to Janice Branem for follow-up. Sue Maupin attended meeting but could not answer all questions on status of 1-12. Janice will work with Betty Craig on this.
- Del Smith following-up on dusty conditions in and around Primary Lab
- Paged Mel Dailey to inquire about ladders on 1-12, more stop buttons on 1-12 (Betty Craig suggestion), bloodborne pathogens kit on 1-12 and electric eye failure on passenger elevator nearest the breakrooms. Mel said that temporary ladders were in use until renovations are completed. At that time, temporary ladders will be replaced by fixed platforms. He was not aware that the wooden ladder was still in place. (Thought all ladders were the blue ones with the safety rails. We will take a look at the area and ask Norman Smith to get us a blue one to replace the wooden ladder. He made a note of the bloodborne pathogens kits. He said to contact Jim Moore about electric eye on elevator.

1/29/94. Mel called back and said that he had talked to Norman Smith. Norman will find us a platform ladder to replace the wooden one today.

2055558838

2/1/94 Compiled Bill Speicher's Monthly Safety Update - Gave to Monica for typing. Monica typed & returned to me. I signed and gave to Denny.

2/2/94 Hydrogen alarm tested. Refer RC Room Log Book.

2/2/94 Notified Analytical personnel that the Flavor Cookroom will work two shifts on Saturday. (A & B).

2/2/94 Scheduled Analytical personnel for employee informational meetings to be held the week of Feb. 14.

2/2/94 Jayle is compiling a list of production needs for Saturday. She will put list in RC Room logbook when completed.

2/2/94 Jammy Weston was in Louisville to discuss non-approved materials with vendors. Meetings were also held to discuss RRC requirements for the next meeting. Caren will attend. She hand-carried Bobby Cornett's sample (Refer 2/1/94) back to Richmond.

2/2/94 Continued working on P4 - John Spradling

2055558840

2/3/94 On "B" Shift yesterday, a silo containing 30% Hauni Tunnel filler with 70% Brica filler was being blended at a 10% rate with ^{a silo containing} normal Brica filler - feeding 3-12 to produce Basic Ultra Lights. The silo containing normal Brica filler ran out at approximately 6:00 pm. The 30% Hauni filler continued to feed the floor. It was discovered that cigarettes were being produced with 30% Hauni Tunnel filler at 6:30 AM this morning. Bill Speicher asked that the Louisville panel evaluate the cigarettes and that cigarettes be sent to Dave Rockwell the fastest way possible. I talked with Elaine and she said that US Air Counter to Counter would be the fastest if we can get them to the airport before the 2:15 flight. Cigarettes would arrive at the

2/3/94
(Cont)

Richmond airport at 5:10 PM. Someone from Richmond would have to pick them up at the airport. I called Dave Rockwell. He said that he will arrange to have cigarettes picked up at the airport. Two cartons of Test and two cartons of control were sent to Dave Rockwell. Same amount sent to Karen Deane and two cartons Test / 2 cartons control reserved for Louisville smoke panel.

- Mark Hatch took samples to the airport with instructions to take the labeled box to the US Air ticket counter and tell the clerk that they are to be sent counter to counter to Richmond, Va on the 2:15 flight (US Air flight 844 to Pittsburgh, connecting to 586 into Richmond. PM Acct # PS-4150000. Hold for Dave Rockwell was marked on the box under address label.

The Louisville Smoke Panel (Regular) held a special session to evaluate the cigarettes at 2:00 PM.

Called Dave Rockwell to inform him that the cigarettes are scheduled to arrive at the Richmond airport at 5:10 pm.

Many panelists commented that they did not find any difference between the three cigarettes (modified dur-tris) but had to circle one anyway. Felt that these results may not be valid. I will suggest that we smoke again tomorrow using the degree of difference method.

Note: Test samples were produced at 4:47 AM

205558841

2/4/94 Mtg with Barbara Wayne to discuss Hauri Tunnel security breach. (Refer: 2/3/94). Instructed her to set up another special Regular Panel for today using the degree of difference procedure.

2/4/94 No significant difference (Degree of Difference Scale) when panel did second evaluation of Hauri Tunnel security breach. Results 1.7 on degree of difference scale

2/7/94 Completed PA's - John Spradling and Terri Dravel.

2/7/94 Called Dave Rockwell at the request of Bill Speicher and asked him to let me know as soon as the Richmond (Executive) panel evaluated the Basic Ultra Lights (6290) produced with 30% Hauri Tunnel filler.

2/7/94 Dave Rockwell called at approximately 9:00 AM. He said that the Richmond Panel had found no significant difference and the cigarettes could be released. I called Bill Speicher with the results. I advised Gene of the results and he released all Basic Ultra Lights on hold for Hauri Tunnel filler.

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2/7/94 Alpine Lights 100's submitted with crystallized menthol on top folds of soft pack. When packs were left in an oven at 105°F for 5 minutes the menthol dissipated. GC analysis of the suspect packs revealed the menthol level to be close to target. Cigarette Mfg QA believed that in shipment and storage the cigarettes would be subjected to enough heat to dissipate the menthol. Sample noticed a change in the way the tear tape comes off when pulled. Also, tear tape removed small amount of color from pack. I notified Janice - she found the same thing. I suggested that if the way is sensitive to menthol, it could cause further problems with tear tape during shipment and storage.

2/7/94 Caren inquired as to status of oil and lubricant samples. She said that David Curle had called her again, this time informing her that they were needed ASAP. I talked to Sue. She said she could probably get to them tomorrow or Wednesday. I offered to pull someone from RC Room to help, if necessary. Caren said that she will tell David that we will try to ship by the end of the week.

2/7/94 Special panel to evaluate 58% Hauni Tunnel filler. Used modified dus-tris method. This was for the Hauni Tunnel Qualification - Not the Security Breach. Will re-evaluate degree of difference.

2/7/94 Norman Smith said that there will be another Hauni Tunnel qualification run on Wednesday (menthol). Notified Barbara. Barbara will follow-up on sampling, etc.

2/7/94 Distributed Bill Speicher's monthly safety update.

2/8/94 Meeting with Sue to discuss information for Caren to take to RRC meeting. Completed. Sue is working with Mike Cagle today to obtain oil/lubricant samples requested by David Curle.

2/8/94 Gave revised meeting schedule (FOCUS) to Analytical personnel. Told them that overtime would be paid for them to attend before or after their shift. Noted in RC Room log. Gave Denny a copy for his group.

205558843

2/8/94 Mtg scheduled for 1:00 pm Today with Caren and Sue to discuss issues for RRC meeting. Discussed and prioritized items that would be submitted.

2/8/94 At Caren's suggestion, I called Bruce Davies (2612) at R&D to discuss plans to evaluate a detector to qualitatively analyze blends (on line) for presence of menthol. He said that the detectors basically will let us know whether or not menthol is present. The instrument measures headspace volatiles. The detector will, theoretically, train on a pattern-specific to a blend - of a good run. When the same blend is run again, it will issue a "yes or no" as to whether the run contains menthol. (or whether or not it looks like a good run). He asked if we would be interested in a Surface Monitor to measure headspace on packer using mentholated foil to detect areas on bobbin that may contain no menthol. I told him we would like to see it. They are also working with Stockton on on Primary Clean up procedure (menthol & Regular over same line) prototype will detect 20 ug / 16 square inches. He will call back with further details. Evaluation will be run on 2/22 and 2/23. 2055558844

2/8/94 Completed Objectives portion of Mark Hatch PA.

2/9/94 Oil/lubricant samples shipped to David Curle today. Sent note to Caren.

2/9/94 Investigated accident - M. Ferguson. Fell on 1-12 (dust and water on floor). Hit knees - caught on hands. 1-12 was congested due to damaged cases. Employee was aiding in recasing and had not had time to mop floor. I questioned the accident report. Asked Lane if it was Inspector's responsibility to mop floor as Doug had indicated. Lane said no. Accident report will be held until "unsafe act" question is cleared up.

2/9/94 Completed PA's - Mark Hatch and Pat Cary.

2/9/94 Mark will cover for Pat (vac) on 3rd Shift rest of week. He will also work 3rd shift Saturday OT.

2/10/94 Accident report - Refer Page 21 - Completed and forwarded to Mfg. Safety. No unsafe act or part of Q.A. employee.

2/10/94 Discussed RRC meeting with Caren. She will get back with Sue and me when we receive minutes.

2/10/94 Caren will be in Leaf School at the time of the next RRC meeting. She asked that Sue and I attend by teleconference.

2/10/94 Completed Vanessa Fields' PA.

2/11/94 Reviewed PA's with Mark Hatch, Lynne Blachaly, Vanessa Fields, and Terri Gravel. Pat was out all week (sick) requested/granted vacation. Sue & John out due to weather.

2/11/94 Mark will cover 3rd Shift Saturday production. Terri will work 1st and Vanessa 2nd.

2/14/94 All PA's Completed, SRN's attached and forwarded to Shirley Smith. Gene hand-carried Analytical's along with those from Cigarette Manufacturing & other areas of Q.A.

2055558845

2/15/94 Pack OV reported at 18% on LPA Menthol 100's Full Flavor produced on 2/14/94 "C" Shift. Samples (pack menthol) collected from GC Room. (12:00, 1:30 and 3:00 pickups). Cigarettes also sampled from returns from the Primary Lab. Cigarettes from Primary Lab and Analytical Lab tasted low in menthol and 12:00 sample from GC Room felt soft. Asked Gayle to run a quick (blendol) menthol level on each of the three samples. A leak was discovered today in Silo 31. Silo had not run over the weekend. A slow leak could have "puddled" into the filler, causing a relatively large area of high moisture tobacco. Menthol Testing Revealed:

Target	Range	Sample
4.61 mg/cigt	4.00 - 5.22 mg/cigt	12:00 2.47 mg/cigt
		1:30 2.33 mg/cigt
		3:00 2.55 mg/cigt

After Gene was advised of menthol levels, he ordered finite sampling of 94 cases in shipping.
Resolution Pg. 25

- * Janice Brennan thought that there was a possibility that cigarettes may have been sampled all at one time and marked with three different times.

Low menthol levels caused by high water content in tobacco.

2055558846

- * This issue will be discussed with Third Shift Sample Person's supervisor Jim Hazard:

2/15/94 Deanna left me a copy of a note from Sue Ann Harris concerning a wall heater being left on from Saturday until Monday in the Ladies' Restroom on a primary floor. I assumed she meant the 4-6 rest room but returned the note to Deanna to determine which Restroom.

2/15/94 Smoke Panel - Laume Tunnel Evaluation - No significant difference

2/15/94 Wall Heater - Left Above - Mel said to contact Phil Allen - Contacted Sam - Heirer told Deanna.

2/15/94 Cong Murphy asked for permission to use the smoke panel room frequently between the dates of Feb. 22 and March 11 for X-Y Communications meetings. Gene gave him permission to use it but asked him to reserve it through Monica. I asked Barbara to get with Monica to ^{reduce} scheduling conflicts and reserve the 6-1 QA Conf Rm whenever possible for smoke panels.

2/15/94 Sue conducting 1st Qtr internal audit.

2/15/94 Sue reported treads coming loose and folding up on Bldg 12 stairwell between 6th & 7th floors. Called Mel Dailey. Not in office. Left message with Mary Lynn for him to call me. Mel called - asked for a work order to be hand-carried to him. I wrote work order and Sue hand-carried. Asked Sue to walk down Bldg 12 stairwell on her way down & inspect other stairs/floors. She found that treads were loose on all floors - Mel said it will be repaired tonight - all floors.

2/16/94 Cartons received (HPA Menthol 100's) on hold for high DV and low menthol. (Refertg 23). Sample times on cartons were from 3:48 AM through 8:46 AM. The 3:48 AM sample had an DV of 15.09%. Consecutive samples were in the 13% range. No samples received were from 12:00 - 3:00 AM. Asked Bayle to do two pack menthols from each carton (Blendor Method)

2055558847

2/16/94 Norman Smith called - wanted to know if Velcro (any type) was approved for use in factories. I called Tammy Weston. She said her database is down. She will call around to try to find someone whose database is operational. Sue is in a FOCUS meeting and will resume her audit after mtg. I looked at Tradenames RedBook and found a Velcro that is rated R: Velcro Style 1095 - Velcro, U. S. A., Inc. (QA # 7473). Told Norman Smith - Made copy of info from RedBook for him. Sue will look into it after meeting but said that the Louisville database has been down too.

2/16/94 Since (refer page 23) it appears that high OV/low menthol problem occurred before the time period that the cartons from Shipping (Refer p 24) were sampled, Gene called Jerry Klingensmith to try to obtain sample from Dixie Whse.

2/16/94 Primary will run one shift (A) on Saturday. Relayed Info to Analytical personnel.

2/16/94 Refer Above: Told Norman that Velcro is an approved material. Suggested that he purchase black or white Velcro. This eliminates problems with pigments.

2/16/94 Menthol checks on cartons from Shipping (H.P.A Menthol 1000) were acceptable. Gene will continue to try to locate production marked 12:00, 1:30 and 3:00 - "C" Shift 2/14/94

2/16/94 Asked Janice Branam to follow-up on 1-12 Safety issues for next meeting. She said she has already assigned someone to look into it.

2/16/94 Refer Above (High OV/Low Ment). 3rd Shift sample person had recorded incorrect times on packs. Gene ordered four cases at warehouse at noon reduced.

2055558848

2/17/94 Sue completed internal audit. Report will be ready for typing today.

2/17/94 Russell Sinex called - We said that ^{Menthol} foil from 2nd & 3rd shifts was sitting on floor marked "Bad Fol". He said the Operators said the foil had been out of the bags too long. He asked how long the foil can stay out of the bags. I told him that Packer Procedures state that, if a packer will be down for one hour, foil should be returned to bags. He said that ^{the} foil had been out of the bags for more than one hour and wanted to know how to reject them. I told him to put the bobbins with other Rejected materials - mark bobbins "Reject - Low Menthol".

2/17/94 Attended 12:00 - 2:30 FOCUS mtg.

2/18/94 Cathy Kidd of Customer Services called to ask about testing results of cigarettes produced in September/October of 1992 and pulled from Dixie Cold Storage Aug. 31, 1993 for testing. We could not find test (Smoke Panel) results for this sampling. Brands: VSR 10's and VSM 10's. However, we found results of "old cigarettes" on the same brand from a June panel. The cigarettes tested (also from Sept/Oct 1992) in June had failed the smoke panel. Based upon June results, Gene ordered the August cigarettes destroyed without testing. I gave this information to Cathy.

2055558849

- 2/18/94 Woody Thomas will program Sytem 34 to use filler code ABBH1 to pull Brice Menthel filler.
- 2/18/94 Sent Gayle to Purchasing - Financial and Legal Responsibilities Mtg.
- 2/18/94 X-Y Communication Mtg. scheduled for next Tue.
- 2/21/94 Presentation on OV vs Moisture Analysis.
- 2/21/94 Steve Darrah presentation (Update)
- 2/21/94 Called Kevin Cornell - Mary Lynn Answered - Asked about 1994 Mandatory Training List (Safety). Mary Lynn said that he is in the process of working on it.
- 2/21/94 Issued work order (Safety) to repair buckling linoleum in GC Room.
- 2/21/94 Prothread, corrected and gave Safety Comm. Minutes to Monica for typing.
- 2/21/94 Dave February Safety Committee meeting notice to Monica for typing.
- 2/21/94 Work order issued to repair broken floor covering in breakroom (Safety).
- 2/24/94 Working with Sue to finalize Internal MES Procedure.
- 2/22/94 Mark collecting samples on menthol lines.
- 2/22/94 Dave Rockwell requested special pack menthol samples from Hume Tunnel test. Assigned to Gayle and Terri. (Basic FF KS Menthol) All results were within range (Test & Control) Results were forwarded to Dave Rockwell. Refer GC Room Log for numbers.

2055558850

2/22/94 X-Y Communication meeting with Caren and Sharon Linn.

2/22/94 At 4:15 pm, Deanna informed me that there was a broken shaft on the main belt on 3-6. No filler will be run until it is repaired. Unable to find replacement part. I asked Vanessa to notify other shifts. I notified Gene and Doug Fessel.

2/22/94 X-Y Communications meetings scheduled for March 8 at 10:00 AM and 2:00 PM. Some overtime will be necessary in order to keep the Analytical Lab properly staffed during the meetings.

2/23/94 Refer above (3-6 feeder): Bill Speicher said that the Primary Mfg. Department had devised a way to feed in the Burley tobacco bypassing the Burley feeder in order to keep running. Part for feeder was not available and would have caused brands to shut down. The method was submitted to Elmore Cuth and approved. Samples of cigarettes run bypassing the feeder (test) will be smoked against cigarettes run with tobacco produced after feeder repaired (control). Marlboro from 4-12 was selected as brand for evaluation. Dan Block will coordinate to make sure control filler is definitely filler run over Burley feeder after repair. Some cigarettes will be evaluated by panel today (hot) and some held for later evaluation, if necessary. Resolution Pg 29

2/23/94 Terri and Mark sampling menthol lines.

2055558851

- 2/23/94 Sharon Livers said she will copy union officials on new calendar of meetings - eliminating the need for each of us to send memos to notify the Union of X-Y Communications meetings.
- 2/23/94 John Roberts called concerning acceptability of a Bungee-type (stretchable rope) to replace tape sealing maker supply cabinets (misuse of tape). He did not have samples to submit or vendor in mind. I suggested that he get with purchasing to try to locate something that would be acceptable for his use and we would evaluate it.
- 2/23/94 Meeting with Coren and Sue to discuss agenda for the March 16 RRC Meeting.
- 2/23/94 Refer Pg 28 - Burley Feeder - Smoke Panel Results: No significant difference. Reported to Bill Speicher, Gene, Coren and Ed Turner
- 2/24/94 Mark sampling menthol lines.
- 2/24/94 Reviewed X-Y Communications materials for Z Mtg.
- 2/25/94 Q.A. Safety Committee meeting.
- 2/25/94 Pat assigned to help with 3rd shift emergency Q-Beam Readings. Refer DC Room Log.
- 2/25/94 All shifts covered for weekend OT
- 2/28/94 Pat to train on Q-Beam testing on "B" Shift tonight.
- 2/28/94 New source installed in FTIR - Repaired
- 2/28/94 Rich Leezen working on leak around hydrogen cabinet.

2055558852

2/28/94 Received the PM-USA - OSHA Master Training Plan (1994) for Quality Assurance.

2/28/94 Received Menthol Cigarette code listing from Woody Thomas. Codes are to be used for pulling lab worksheets in the new System 36 program for filler and pack data. Distributed to Analytical employees.

2/28/94 Gary Moore asked why it was necessary to check so many cartons after a packer changeover. I explained the following:

10) If a menthol peak is eluted on the clean-up sample, the packer must be re-cleaned and sampled again with regard to section or sections of packer showing menthol contamination.

11) After changeover, start production and collect cartons #1, #10, #20, #40, #60, #61, #70, #100, #110 and #120 (total 10 cartons) for trace menthol analysis in Quality Assurance. (It is essential that the count be accurate and that the correct number be on the proper carton.)

12) Remove the first two cases of production and place on hold until results of trace menthol analysis have been received from Quality Assurance. Cases should be numbered "1" and "2" in order of removal.

13) Quality Assurance will remove one pack from each of the ten cartons from step #11 and perform total pack menthol analysis via gas chromatograph.

14) No traces of menthol should be noted in any of the packs.

15) Assuming no traces of menthol are found, Quality Assurance will notify production and the two cases on hold can be placed back into production.

16) If traces of menthol are found only in cartons #1, #10 and/or #20, reject case #1 on hold and place case #2 back into production. If traces of menthol are found in cartons #40 and/or above, reject both cases on hold.

17) If traces of menthol are found in cartons #110 and/or #120, it will be necessary to shut down the associated packer, if still running, and perform the following checks: (If more than 120 cartons were produced on said packer, it will be necessary to place the additional production on hold for Quality Assurance approval.)

- Separate cigarette filter from cigarette rod and determine if the menthol is in the rod or the filter or both--G.C. analysis.
- Assure that menthol contaminated filler is not being used at maker--G.C. analysis.
- Assure that menthol contaminated plugs are not being used at maker--G.C. analysis.

205555853

2/28/94 I asked Dayle to go back through records and let me know how many times menthol had been found in cartons representing case #1 and case #2. Based upon past data, we may be able to reduce sampling/testing.

2/28/94 Received Fund for the Arts memo - Gave to Analytical personnel.

2/28/94 Arranged with Deanna for Pat to train on Q-Bear tonight on "B" shift.

2/28/94 Dayle and Vanessa reviewed changeover records from March 1991 through February 1994. Their search revealed no menthol found in any of the "Ten carton checks".

3/1/94 Scheduling 1994 PM-OSHA mandatory training by quarter:

1994
PM-USA OSHA MASTER TRAINING PLAN
for
QUALITY ASSURANCE

* * New Safety Discipline Policy - Supervision:

Supervision		
* * Accident Investigation	Initial	45 min. 2 nd Qtr
* * OSHA Compliance	Initial	45 min. 2 nd Qtr
* * Safety & Health Management/Responsibilities	Initial	45 min. 2 nd Qtr

Safety Committees

* * Safety Committee Orientation	Refresher	30 min. 1 st Qtr
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New Safety Discipline Policy - Non-Exempt General Workforce

Bloodborne Pathogens	Refresher	15 min. 4 th Qtr
Chemical Hygiene Plan	Refresher	20 min. 1 st Qtr
Compressed Gases	Refresher	20 min. 1 st Qtr
Confined Space Awareness	Initial	45 min. 3 rd Qtr
Electrical Safe Work Practices-General	Refresher	20 min. 4 th Qtr
Emergency Procedures/Fire Extinguisher	Refresher	10 min. 3 rd Qtr
* * Ergonomics	Initial	45 min. 2 nd Qtr
Eye Wash/Safety Shower	Refresher	15 min. 4 th Qtr
Hazard Communication (Chemical Safety)	Refresher	20 min. 3 rd Qtr
Hearing Conservation	Refresher	10 min. 2 nd Qtr
Laboratory Safety	Refresher	20 min. 1 st Qtr
Ladders	Refresher	15 min. 4 th Qtr
Lockout	Refresher	20 min. 4 th Qtr
Personal Protective Equipment	Refresher	15 min. 4 th Qtr

* * Set up with Mel Dailey - March Mtg or Special Mtg

* * * Kevin Cornell and Mel Dailey will instruct - Set-up with them

1st Qtr
2nd Qtr
3rd Qtr
4th Qtr

2055558854

3/1/94 Sent note to Mel Dailey to try to set-up Safety Committee Orientation for the next scheduled QA Safety Committee (March 25)

3/1/94 Sent copy of schedule of QA mandatory safety training (by Qtr) to Kevin Connell.

3/2/94 Mel Dailey called:

- Security is preparing to install Bloodborne Pathogens Kits on 1-12, 6-1 Lab and Primary Lab (In response to Safety Committee request.)
- He asked about 1-12 Stop Button problem (Refer. Safety Comm. (4w) minutes). I referred him to Betty Craig to make sure of locations stop buttons are needed.
- He will follow-up on issue of Building 10 exit being blocked by pallets and glue tanks (re-occurring problem)
- He will follow-up on problems with electric eye and rubber stop mechanism on passenger elevator (nearest guard desk)
- He said he talked with Bob Webber about electric heater being left on over weekend in the Ladies Breakroom on 4-6. He told him that, if it happens again, the heater will be removed. Bob made a note of it.

2055558855

3/2/94 (Cont.)

- In response to my request, he will conduct Safety Committee Orientation at the March Q.A. Safety Committee Meeting.

3/2/94 Reviewed Louisville Internal MES procedure. Had some questions for Sue. Will hold until she returns from vacation.

3/2/94 Marlboro Lights^{ment.} Cigarettes (Smoke panel) loose in pack (compared to what we normally find). Proper number of cigarettes in pack. Barbara will check circumference. Circumference readings were within range. It was felt that pockets may have been changed out on machines, making a difference in the way the bundle was fed to the pack.

3/2/94 Recordable injury - Jan Wilt - Burned arm while working on a Naumi Tunnel Test.

3/3/94 Meeting with Del Smith to investigate accident - Jan Wilt.

3/3/94 Accident report completed, proper signatures obtained. Hand-carried accident report to Manufacturing Safety Dept.

3/3/94 Judy Barton called and said that the floor tile (trip hazard) outside the Primary Lab had been repaired.

3/3/94 Meeting to go over X-Y Communications before Z meeting.

2055558856

3/3/94 Mel Dailey is preparing to install warning signs at the wooden hopper doors. He asked if metal would be preferable to plastic (even if plastic is approved). I told him metal would be preferred from a probability of contamination standpoint.

- 3/3/94 Mel Dailey asked me to have Janice Bransom write a work order to install two emergency stop buttons on 1-12. (Refer: Pg 32). I asked Janice to get with Betty Craig to ascertain proper location for buttons and write work order.
- 3/3/94 Both Bill Speicher and Kevin Connell felt that Jan Wilt should be counselled for failure to use available, proper safety equipment. I notified Del Smith and noted it on the accident report.
- 3/3/94 Kevin gave me a "Managers' Report - Employee Recordable Injury" to be filled out by Bill Speicher.
- 3/4/94 Filled-out "Managers' Report - Employee Recordable Injury" to be reviewed and signed by Bill Speicher in a meeting with me.
- 3/4/94 Monica reported that door to stairwell (East 6-1) and leaks in the stairwell had been repaired.
- 3/4/94 Menthol foil samples not arriving in a timely manner. Terri called Ken Rudolph to advise him of the situation. I told her to let me know if the situation does not improve and I will call Art Shorpe.
- 3/4/94 Compiled Bill Speicher's Monthly Safety Update
- 3/4/94 Mtg with Sharon Livers to review X-Y Comm materials before 2 mtg - Scheduled for 1:30 Monday.

2055558857

3/14/94 Mel Dailey stopped in the 6-1 Lab to report Level 7 Carbon monoxide readings on his meter. He asked if we had detected any unusual odors. I told him that we experience unusual odors whenever the A/C is on outside air. Odor has been present today but, due to mild weather, A/C on outside air. Odor is caused by decomposing flavouring and OTM on roof. Mel was going to test the air on the roof to determine whether this was causing the CO reading. (See Pg 45)

3/14/94 While attempting to access a safety profile on Jan Wiet for Managers' Recordable Injury report, I discovered that I needed a Host user ID. I called Lee Bell. He will have Dennis Weber get back with me. Mary Lynn Cotton pulled up the profile on her computer.

3/17/94 Hydrogen alarm tested - Sensor replaced.

3/17/94 Reminded Bill Speicher to forward signed "Managers' Report" (Refer Pg 34) to Kevin Connell.

3/17/94 X-Y Mtg with Sharon Livers.

3/18/94 Y-Z Mtgs with Analytical personnel scheduled for 10:00 AM and 2:00 PM today.

3/18/94 New formula Burley Spray (Marlboro) out of spec on Sp Gr and RI. Ron Hatcher said new specs based upon a lab batch. Said to allow Stu to use it. Terri notified Stu.

3/18/94 Alcohol Reduction in Flavors - Test to be run today. I had not received any correspondence called Bob Webber. He said that Sherwood Kuziah will be in from Richmond to coordinate. He said he thought the only flavor testing would be routine. I told Analytical personnel to be prepared to run Four in One on all flavors with alcohol reduction.

205555858

- 3/9/94 Demonstration in Washington, DC. - Opposition to proposed excise tax on cigarettes.
- 3/10/94 SRN's received for review with Analytical personnel.
- 3/10/94 Reviewed SRN's with Pat Cary, Sue Eaders & Doyle Blackaby.
- 3/10/94 Problem Statements for Principles Team were given to Janice Branson. She will deliver to Diana Eifert.
- 3/10/94 Alcohol Reduction test completed. Richmond will report results.
- 3/11/94 Reviewed SRN's with Terri Gravel, Mark Hatch and Vanessa Fields.
- 3/11/94 Returned call from Bob Santerre of Perkin Elmer. He said that they had not received the paperwork for the renewal of the maintenance plan on the FTIR. I had a copy of the PO (submitted to Purchasing on 2/1/94) with confirmation that it had been sent to Fisher Scientific on or before 2/14/94. Asked Denny to help track it. He called Purchasing and Purchasing put him in contact with the person who processes the PO at Fisher. Fisher had sent the PO to Perkin Elmer Corporate Headquarters instead of the address indicated on the PO. Fisher contacted Bob Santerre. Note: The renewal was to go into effect on March 1. Perkin Elmer is continuing coverage despite having not received the PO.

2055558859

- 3/11/94 Richard Ragland asked about placing roller-ball applicators of iodine on the packers to save time in troubleshooting problems. Talked with Gene as Manufacturing had asked him about this in the past. He had investigated and found that, in Richmond, use of iodine is prohibited in Manufacturing areas. Looked iodine up in "Dangerous Properties of Industrial Materials" handbook and found under Disaster Hazard: Dangerous when heated, it emits highly toxic fumes of iodine and iodine compounds. Sue called Richard to inform him that it is not recommended.
- 3/11/94 • 1:30 PM meeting with Sharon Livers to compile information obtained in Z meetings.
- 3/11/94 Mark will cover 3rd shift tonight, Daigle 1st shift tomorrow and Vanessa 2nd shift tomorrow (Sat Prod)
- 3/11/94 Sue said that Jennifer had confirmed videoconference for the LLC meeting by phone. Sue faxed the form to her.
- 3/14/94 Doug Fessel submitted a piece of material that appeared to be insulation (possibly asbestos). An employee had discovered the material on 1-12 and submitted it to Doug on 3rd shift. Doug said that some outside contractors had been working on pipes over the weekend. I submitted the material to Kevin and Mel. They will contact Rich Leezen and have him order a test on the material. Kevin said we have a standing order with Cardinal Insulation.
- 3/15/94 Hydrogen alarm tested and gauge replaced.
- 3/15/94 John Working with Clarence Jackson to ensure that adhesive trucks do not conflict with trucks analyzed by the Analytical Lab.
- 3/15/94 Bloodborne Pathogens Kit installed in Analytical Lab.

2055558860

3/15/94 Compiled memo - 1st Qtr Physical Hazards Inspection - Gave to Monica for typing.

3/15/94 Called Kevin Connell - Requested training materials for:
• "Chemical Hygiene Plan"
• "Compressed Gases"
• "Laboratory Safety"

Kevin will have training materials and sign-in sheets ready tomorrow.

- Mel will present Safety Committee Orientation at the March QA Safety Committee meeting.

3/15/94 Kevin asked that I find out from Doug Jessel the exact location where insulation was found on 1-12 (Refer Pg 37). I left a note in the Inspection Supervisors Log Book.

3/16/94 RRC Mtg - Teleconference - 12:30pm-3:00pm

3/16/94 Doug did not respond to request for information on insulation found on 1-12.
(See Above)

3/16/94 Reviewed Internal MES Manual (Louisville Draft). Compared to Central and 20th St manuals.

3/16/94 Mtg with Sue - Internal MES.

3/16/94 Called Mfg Safety - Training Mats will be ready this afternoon. John will pick up as I will be in RRC Videconference. John will also deliver message that Doug did not respond (see above) and that I will try again tonight to elicit a response.

2055558861

3/16/94 Distributed Forms - 1st Qtr Physical Hazards Inspection. Forms to be returned to me by March 25, 1994. I will inspect all 6-1 Labs and Office Areas.

3/16/94 Primary will work 'A' Shift Saturday.

3/16/94 Received 1st Qtr Training Mats.

3/17/94 Doug responded to my request for information on the (asbestos?) insulation material. Thinks it was found on the floor but suggested that we call Steve Brown. I asked Pat Cary to call Steve for the information as he is on 3rd Shift. (Refer Pg 38)

3/17/94 Y Consensus Meeting scheduled for 8:30 tomorrow morning in my office.

3/17/94 Jenny received message from Mike Wassen that Perkin Elmer Service Contract Okay. (Refer Pg 36)

3/18/94 Y Consensus Meeting 8:30 AM - 9:30 AM. No problems encountered.

3/18/94 Pat called Steve Brown on third shift concerning the insulation material (refer above). He said that the material was found in direct materials on the first floor. Old insulation had been removed and new insulation material installed on pipes on front wall of receiving dock. This information was forwarded to Manufacturing Safety. Mary Lynn took message for Kevin Connell.

3/18/94 Jammy Weston called and asked if I had a problem with her holding meetings with personnel who handle X-orders at the end of her April audit. I told her I thought it was a good idea. She will get a list of people from Greg Huelsman and meeting times will be established before the audit.

2055558862

3/18/94 Performed Physical Hazards Inspection on all G-1 Labs and office areas. Documented.

3/18/94 Provided a list of possible attendees to Michael Miles Presentation from the Analytical area. (April 14 - 1:15 - 2:30pm)

3/18/94 Hauni Tunnel Test Filler Produced 2/22 - Making/Packing 2/24. Very low (essentially no) menthol in 50/50 Hauni blend. Denerue menthol full flavor King size. Met with Bob Webber, Gene, Norman, Barbara and Jan Clon. Checked all Brica menthol filler - GC results OK. Appears box may have been switched either in Primary or on floor. Investigation revealed that it was very unlikely that any normal runs were effected. Only the Hauni Tunnel test. Norman and Bob said that, in the future, additional precautions will be taken to prevent a re-occurrence -

Note: Both Louisville and Richmond GC results confirmed only trace quantities of menthol in the Hauni Tunnel run. Also confirmed by subjectives in box.

3/21/94 Pat held Marlboro Menthol KS SP in Shipping from 1:30 AM - 2:30 AM for short foil - low menthol in total packs. Total Pack Results:

Target 68.6 mg/Pack

Sample #1 = 55.1 mg/Pack

Sample #2 = 59.9 mg/Pack

Sample #3 = 58.4 mg/Pack

Range 64.4 - 73.0 mg/Pack

I gave the information to Gene - He will call Shipping and request samples for GC and re. initiative of product on hold.

2055558863

3/21/94 Jeff Jones (Primary) called and said that the Mfg. Safety Dept has decided that Chocks be used to keep AK cylinders from starting while they are being cleaned. Chocks were provided to him but he was concerned that rubber out of which they are constructed may not be approved. I outlined materials submission procedure to him. While gathering information to submit sample, Paul McDonald told him that the chocks are constructed of EPDM and are approved. Jay called me to make sure EPDM is approved. I confirmed that EPDM is an approved material. (Mfg/Supplier Cadillac Plastics)

3/21/94 Compiled QA Safety Committee meeting notice (March meeting). Gave to Monica for typing.

3/21/94 Marlboro Menthol KS SP samples arrived in the Lab for analysis (Refer Pg 40). Because the short foil/low menthol was discovered in the 2:00 AM sample, I instructed the QC Room personnel to begin testing at the 2:00 AM sample and test backward and forward from there until samples are in specification on both sides to bracket the suspect product in case product has to be reduced.

3/21/94 Caren submitted a materials evaluation sample of shredded rubber from Joe Reese. I gave the sample to Sue and asked her to call Joe Reese for information for submission.

3/21/94 Large sampling of Marlboro Menthol KS SP (Refer above) revealed the majority of samples to be within specifications with one sample slightly out of specification (63.8 mg/pack) Cigarettes Released.

2055558864

3/22/94 Meeting with Sue to discuss status of Materials Evaluation projects.

3/22/94 Preparation for Safety training classes.

3/22/94 Bob Santerre called from Perkin Elmer. He said paperwork for service agreement still not received. He said that he had left several phone messages with Mike Wasson of Fisher Scientific. (Refer Pg 36 & 39) I left a message on Ann Cook's machine advising her of the situation.

3/22/94 Ann Cook called back (refer above). She will call Bob Santerre and fax a copy of the PO to Perkin Elmer office, if necessary. Later, she called and said that she had faxed the order to Bob Santerre's office at Perkin Elmer.

3/22/94 Greg Huelsman submitted a sample of Bungie cord material to be used to secure supplies/materials around makers and packages to prevent security breaches. I told him that the sample appeared to be constructed of a nylon-type material and that Richmond is re-evaluating all types of nylon. I told him that we would do our best to expedite the analysis.

3/22/94 QA Safety Committee minutes (Feb) and Meeting notice (March) were distributed.

3/23/94 Meeting with Sue to discuss what is needed for Caren's quarterly Materials Evaluation Status Report to Ray Taylor. She talked to Dave Richardson and intends to call Jimmy Weston and Chris Messenger to try to determine format for report.

2055558865

3/23/94 Conducted training (Safety/Mandatory) in "Compressed Gases", "Chemical Hygiene Plan" and "Laboratory Safety for Analytical and Environmental Lab employees".

3/23/94 Sue reported that some locations write elaborate quarterly MES Reports while other locations do no quarterly report. She was told that the locations have the latitude to include or not include this in their internal MES procedures. She was also told that handling of foreign matter, etc. do not have to match Richmond procedure in Internal MES.

3/24/94 Skip Stockdale submitted a bobbin of foil (Menthol Ment KS SP Roll 10 MC2 Produced 7/26/93). The foil was heavily streaked and crystallized (apparently, throughout bobbin). Skip said, at the time the sample was submitted, that only two good bobbins (from another ^{prod} date) remained on floor with a partial good roll on the packer. We told him that we would not recommend turning the bobbin submitted based upon appearance alone but immediately set-up a menthol analysis. Skip said that, on some of the rolls, menthol came through the paper. Skip/Bernie arranging to have another production date shipped in from LMCP. Menthol levels were within spec. However, we could not approve the bobbin based upon appearance and the fact that some of the menthol was migrating to the exterior of the pack. Bobbin rejected. Skip Stockdale notified. It was felt that bobbins may have been mentholated at a high moisture - Menthol and water are insoluble and the water forced the menthol to the surface of the foil. LMCP sent replacement bobbins but sent from the same production date. Production advised not to use any foil from that production date.

2055558866

3/24/94 Continued Safety training (mandatory) Ref: Pg 43

3/24/94 Preparation for QA Safety Committee Mtg.

3/24/94 Dennis Weber had not replied to my 3/14/94 request for Host User ID# and Lee Bell had not contacted me regarding computer training. I called Lee Bell's number and Cindy said he will be on vacation until after Easter. Called Dennis Weber. He will obtain host user ID but access to each application must be requested - No menu.

3/24/94 Dave Caren has copies of PA's and SRN's

3/24/94 Primary X-Y Mtg scheduled for 8:00 AM - Wed, 3/24/94. Reserved 6-1 QA Conf Rm.

3/25/94 QA Safety Committee Meeting
• Mel Dailey presented Safety Committee Orientation

3/25/94 Mandatory Safety Training for first quarter completed and documented. 1st Qtr training included:

- Safety Committee Orientation
- Laboratory Safety
- Chemical Hygiene Plan
- Compressed Gases

2055558867

3/25/94 1st Qtr Physical Hazards Inspection completed and documented.

3/25/94 Mtg with Caren to discuss Naumi Tunnel Smoking results and XY communication (Primary) - Also Maths Eval.

3/25/94 Mtg scheduled for 9:30 AM Tuesday, March 29 to discuss MES quarterly report, Internal MES, Caren's list of materials to explore substitutes along with other materials evaluation issues. Left a memo for L... information her of materials.

3/25/94 Page Andrews called from Richmond. He said that all locations that receive SD-4 alcohol directly must send a sample from every shipment in two (2) ounce square bottles immediately upon receipt of shipment to:

Dr. Mike Zimmerman - R&D
Philip Morris, USA
Door 17, Gate C
4201 Commerce Road
Richmond, Virginia 23234

He suggested that we use UPS Next Day Delivery or whomever Louisville contracts for next-day shipments.

I told him that I will get with the appropriate personnel to ensure that all flammable liquid shipping regulations are followed.

Sample labels should contain:

- Date received
- Louisville shipment
- PM Lot number
- Vendor Lot number
- Supplier

This procedure will be in effect until further notice.

Informed John Spradling and put procedure in R Room Log Book.

Above instructions were issued by Dr. Doughton

3/25/94 Mel Dailey said that the Level 7 Carbon monoxide readings (Refer p 35) were caused by some work L Y & E was doing outside the building.

2055558868

3/25/94 For help with computer:
Donna Beeper 109
Phone 1109

3/28/94 Flavors will be made on April 4 (Holiday)

3/28/94 Meeting with Sue - Preparation for meeting
with Caren (Mats Eval - 9:30 AM tomorrow)

3/28/94 Jerry Ford called - Round robin samples for
menthol, SpHr & RI. Results need to be
returned to him by April 15. Samples will
arrive in Louisville by April 5. He will
issue a report on comparisons on April 29.

3/29/94 Memo from S. L. Fulkerson - Zone 1 Weights
on 1-12 (Safety Hazard). Zone 1 box on back
of maher. Inspector must walk around
machine to press zone 1 weight. Plug trucks
and large tubs of rejects must be moved -
Heavy with rigid edges - Inspectors do not
wear gloves - rigid edges could cause hand
injury. Heavy and difficult to move quickly
could cause strain/sprain. I talked with Gene
and he is following-up with Jim Anderson.
Inspector had suggested moving zone 1 box to
the front of machines. Gene is going to pursue
having rails installed to prevent obstruction
of pathway to back of machine.

3/29/94 Meeting with Caren and Sue to discuss:

- Quarterly Report
- Internal MES
- List of materials (memo from S. J. Spier/J. B. Yaden)
(Effort to find substitutes)
- RRC Minutes

3/29/94 John on sample lift in Brezgerway ^{Stuck} lift in up position.
By the time I arrived at the Brezgerway, Mait had him down.

2055558869

3/29/94 Have note to Karen Hughes - No significant difference
on any smoke panel evaluations of Kausi Tunnel to date

3/29/94 Woody Thomas called and said that Dr. Zimmerman
needs the samples outlined in note below until
further notice. The following is a copy of a note written
in MC Room Log Book:

3/29/94 All Shifts -

Samples (Minimum 1 ounce/Maximum 2 ounces)
in french square bottles of every batch
of the following flavors:

- Ment Menthol 044
- Ment Ultra Lights Menthol 045
- L&M Lights A/C 77-002
- L&M Menthol A/C 77-005

Send to: Dr. Mike Zimmerman - R&D
Philip Morris, U. S. A.
Door 17, Bldg. C
4201 Commerce Road
Richmond, Virginia 23234

Samples should be prepared and mailed
as soon as each batch is analyzed.

Mike Johnston at Burnett Street should be
contacted to ensure that we are in compliance
with all flammable liquids shipping regulations.
"A" Shift will contact him and provide "B"
and "C" Shifts with the information.

"A" Shift will contact Traffic Dept to find
out which service Louisville uses for next-
day delivery.

If it is necessary for "A" Shift to ship all
samples, "B" and "C" Shift will be required
to leave a note in this book and put the
samples in a designated area so that nobody
will dispose of them.

Samples should be labeled - DM Code -
Louisville Production - Date of Production
Please Initial \ Thanks,
Deane

2055558870

3/29/94 Page Andrews called and requested -
one time only - Sample of SD-4 from Storage
tank to be labeled:

Storage Tank Sample

Louisville

Date sampled

SD-4 03-010

To be sent to Dr Zimmerman - Refer
previous page.

Communicated information to Analytical
personnel & noted in KC Room Log book.

3/30/94 X-Y Mtg - With Caren, Bill Taylor & Del.

3/30/94 Stu Burns said that the Louisville Fire Dept
has to be called if we open the underground
SD-4 alcohol tank to take sample. I called
Kevin Connell. He said we do not have
to call the Fire Dept. Just follow normal
flammable liquid sampling procedures.

3/30/94 Instructed Analytical personnel to document
every SD-4 and flavor sample shipped
to Dr. Zimmerman. Dayle volunteered
to put together a standard format for
everybody to follow.

3/30/94 Mike Johnston is handling shipping
and flammable liquid shipment regulations
for samples being sent to Dr Zimmerman.

3/30/94 Called Page Andrews. Told him that Stu
Burns did not want us to sample from
the underground tanks. He wanted to
take a sample from a valve in the
Flavor Cookroom. I told him that Stu was
told that we had specific instructions from RSD/Reck Ben.

2055558871

3/30/94 Page said that he will talk with some people on
(cont) his end - and possibly Stu - and get back with me.

3/30/94 Received notice of Analytical Interlaboratory Studies -
Samples (Round Robin) to be sent out on March 31 -
Results to be reported to Jerry Ford by April 15 -
Jerry will issue a report to all locations on April 29.

3/30/94 Sue talked to Jammy Weston ^{on March 29} and reported:

- We are not required to submit a report to Steve Darrah / Ray Taylor. Jammy sends report directly to Steve Darrah with copies to Bill Speicher, Caren, Sue and myself - also copy to Ray Taylor. She then requests placement on agenda for Darrah's semi-annual meetings (usually Jan & July).

- Machine audits are being conducted in Richmond by Jammy Weston only. Sue requested more information on the audits if and when we are required to do them in Louisville

2055558872

3/30/94 All mandatory Safety Training Completed and documented for 1st Qtr. Sign-in sheets submitted to Manufacturing Safety Dept. Included:

- Safety Committee Orientation
- Laboratory Safety
- Compressed Gases
- Chemical Hygiene Plan

3/30/94 Page Andrews called back. He said that, as long as the alcohol from the storage tank is coming through a line that is not used to channel anything else, it is okay to take storage tank sample from the Cookroom. Stu assured him that nothing other than SD-4 from the storage tank is carried through that line. He said that he had the same inquiry from Cobarrus. Page cleared through

3/31/94 Truck sampling lift in breezeway - John could not find keys to lift. Clarence said the lift was still not working. I advised John to call Maintenance - See if they have the keys - Call Stu to unlock the chock box and sample both trucks at 18th St Sampling Station.

3/31/94 Set-up Y-Z Communication meetings for 10:00 am and 2:00 pm on Friday, June 8 - Reserved Conf Rm (6-1) and cleared through Bill Taylor (Coach).

3/31/94 Dave Transparencies for second Mtg for Monica to duplicate from the first set. (X-Y-Z) Comm. (Refer above)

3/31/94 Beeper # (new) Monica* 375

3/31/94 Called Mike Johnston to find out frequency of trucks leaving Burnett St. He said one or two per week. Samples need to be sent/coordinated by Mike because of his thorough knowledge of D.O.T. Haz/Mat Regulations. I told him that I would check with Page Andrews or Woody Thomas to make sure this frequency of shipment was acceptable. If not, we may need help from Richmond or New York to find alternate method of shipment.

3/31/94 Called Page Andrews (Refer above). He said that he would check with others in Richmond whether shipping (one or two trucks per week) from Burnett St. would be sufficient. He will call me back if it is not acceptable. He said that if I do not hear back from him, it will be acceptable.

2055558873

3/31/94 Page Andrews said it will be okay to hold today's samples for Dr. Zimmerman until Tuesday because of the holiday weekend.

4/5/94 Alcohol sample from ^{storage} tank will be shipped out with other flavor samples today. (Dr. Zimmerman)

4/5/94 The stockroom was out of compressed air tanks this morning. I called Welders Supply. The delivery man said that "two out of every three weeks," no empties are available, so no gases are delivered. I talked with Gayle and Sue. They said that some of the pipefitters are not tagging tanks "Empty" when they change them out and, on several occasions, empty tanks are delivered to the lab. I called Tom Kemp and explained the situation. He said he would take corrective action.

4/5/94 Called Tom Hayes concerning disposal of GC. The GC was water damaged. Bill Taylor and Denny disposed of what remained of the GC after all usable parts were stripped from it. Denny said this was done in conjunction with donation of other analytical instrumentation to colleges. Denny said that he believed that Tom Hayes was notified but does not remember any paperwork being done on it.

4/5/94 Jerry Cormier called. He said that he had been instructed by Richmond Purchasing to transfer four pallets of Sagns, immediately, to Cabarrus. Burnett Street is not shipping anything else to Cabarrus today. Cabarrus needs Sagns by tomorrow - LTL will not get it there by tomorrow. He said that Jan Philpot is loading a tipping paper truck to Cabarrus today but he has been unable to get authorization to ship menthol on the same truck with paper products.

(Cont.)

2055558874

4/5/94
(Cont.)

I told him that I was not aware of the rule but could understand the reasoning behind it as menthol could migrate to the paper products. He said his only other option, sending the four pallets on a tractor trailer "Exclusive Use - Next Day", would be very costly. He asked me what I would recommend. I told him I would call Technical Services and get back with him.

I called Greg Nixon and explained the situation. He said to advise Jerry to call Richmond Purchasing ask for authorization for the expenditure to ship the four pallets on a Semi - Exclusive Use - Next Day. He said the expense will be charged back to Richmond Purchasing - Raw Material Cost - Emergency Shipment.

I called Mike Johnston (Jerry did not answer phone) and relayed above information to him.

4/5/94 I talked with Bill Speicher - Asked that he help to enforce requirement that, when new equipment evaluations, etc. are requested, requestor furnish safe job procedure in advance of the testing. He said he would.

4/5/94 Recordable injury - Pat White. Doctor ordered repeated ice applications. This caused the injury to be OSHA recordable. Also, Medical Dept. instructed her to stay off the foot, necessitating restricted duty. She struck the top of her foot on the bottom of a metal hand-casing stand.

2055558875

4/6/94 OSHA Recordable - Pat White - Accident investigation completed. Accident Report completed. Proper signatures obtained. Hand-carried accident report to Manufacturing Safety Dept. Copy of report retained in 50505 "Accident Reports" file.

4/6/94 Refer Above. "Managers' Report - Employee Recordable Injury" Completed.

4/6/94 "Materials Ordered Through X-Orders" meeting scheduled for Friday, April 22 in 6-1 QA Conf Rm. Greg Huelshorn and Jammy Weston will chair.

4/6/94 Mary Lynn asked me to have Clarence Jackson complete Chemical Information forms on Buffer solutions (MSDS copies were attached). I could not locate Clarence but left the forms and a note on his desk.

4/7/94 Hydrogen Alarm Tested

4/7/94 Pat issued 1st Qtr Changeover Report. The number of Changeovers increased from 298 in the fourth quarter of 1993 to 372 in the 1st Qtr 1994.

4/7/94 Left "Managers' Report - Employee Recordable Injury" on Bill Speicher's desk with a note requesting that he sign the report and forward to Kevin Connell.

4/7/94 Completed Bill Speicher's Monthly Safety Update. Gave to Monica for typing.

4/7/94 Prepared folders and reviewed materials for Y-Z mtps scheduled for tomorrow.

4/8/94 Y-Z Meetings - 10:00 AM and 2:00 PM

2055558876

4/11/94 Pat Cary transferred to "A" Shift until May 2.
Mark Hatch transferred to "C" Shift until May 2.
Temporary transfers at their request.

4/11/94 Pat Cary helping Primary Lab collect menthol samples.

4/11/94 Made copies of the OSHA Recordable Injuries List. Provided Copies to all QA Supervisors. Asked them to review the list with their employees and retain a copy for their files.

4/11/94 Mel Dailey called and said that Pat Cook alleges continuous motion of hands/wrists (tearing packs, breaking cigarettes) caused Carpal Tunnel. It is felt that, because employee infrequently does bad work, the Carpal Tunnel is not likely to be work-related. It was also noted that the employee crochets and cross-stitches on a regular basis. This, it is felt, would be more likely to cause Carpal Tunnel. Manufacturing Safety plans to deny the claim. I talked with Gene concerning this. Gene requested that Doug Jessel document all facts on a memo as well as notations on accident report.

4/11/94 Have copies of OSHA Recordable Injuries list to all Analytical personnel.

4/11/94 Unable to Videoconference April RRC meeting. Equipment booked. Sue notified Caren. We will get with Laura McCray when she returns on Wednesday and let her know.

2055558877

4/11/94 Sandi Phillips called. She wanted to know whether we would need an additional LC in order to run Sugars and Theobromine / Glycyrrugic acid analyses on Berkeley spray on a regular basis. I told her that we would need an additional LC because of the time involved in changing over from Sugars analysis to the Combined Theo/Gly procedure. I also told her that we are presently understaffed to run the analyses. I emphasized that, in Louisville, flavors are not used until they are approved by the Lab making analysis turnaround time very important.

4/12/94 Received completed accident report and memo from Doug Fessel (Pat Cook - Refer Pg 54). Gene is also writing a memo to Mel Dailey describing Pat Cook's job duties.

4/12/94 Called Jerry Ford - Round Robin Samples have not been received. Left message on his machine. (Refer Pg. 49)

4/12/94 Called Kevin Connell to request that QA supervision be included with other areas in "Accident Investigation, OSHA Compliance" and "Safety and Health Management Responsibilities" training. He said it would be no problem. He will send a copy of the Manufacturing training schedule to my attention. This will allow for more latitude in scheduling of QA supervisors and reduce the number of presentations Kevin will have to give.

2055558878

4/12/94 Jerry Cormier called. Samples for Dr. Zimmermann building-up. Not sending back Philip Morris trucks like they used to. PM carriers licensed to carry flammable liquids. Carriers they are now using are not. We cannot use our contracted air carriers for flammable liquids. I asked him if he knew of any way to ship them. He did not. He will call Bob Zeller and get back with me. Mike Johnston called back - Mary Frances

4/12/94 Gene completed memo describing Pat Cook's job duties. This memo and Doug Fessel's hand-written note were submitted to Mel Dailey. Mel asked me to keep the accident report, obtain Bill Speicher's signature tomorrow when he returns from Richmond and submit the report to Manufacturing Safety at that time. Mel kept his copies of the memo and the note.

4/13/94 Called Woody Thomas to advise him of problems we are having in the shipping of Dr. Zimmerman's flavor samples. (Refer 1955).

4/13/94 I called Mike Johnston to make sure that flavor samples could be shipped from the Warehouse weekly. He assured me that they could.

4/13/94 Woody Thomas said that, as long as we send samples from every batch, weekly shipments of samples would be acceptable. Notified Mike Johnston.

4/13/94 HazCom manuals picked up by Security on "B" Shift yesterday to be updated.

4/13/94 Distributed Bill Speicher's Monthly Safety Update (April).

4/13/94 Obtained Bill Speicher's signature and submitted accident report to Mfg Safety. (Pat Cook)

4/13/94 Mel Dailey said that Pat Cook's allegation that the Carpal Tunnel was work related will be denied based upon investigation and documentation.

2055558879

4/14/94 Called Jerry Ford - Left a message on his voice mail.
Still have not received Round Robin samples. (Refer 4/12)
(Page 55)

4/14/94 Refer Above: Unable to locate anyone in the Standards Lab concerning Interlaboratory Studies (Round Robin). I reached Don Knudson's secretary. She said that they are in Cabarrus on an audit. Ann McDaniel's trying to find out from a section leader what happened to the samples.

4/14/94 Hazardous Materials meeting - UPS Representative - 1:00pm in Mary Frances' office. Terri or John will attend as they package flavor samples for shipment.

4/14/94 Perkin Elmer Reps. removed the computer station of the FTIR to repair in shop at Perkin Elmer.

4/15/94 Jerry Ford called - Checking to see what happened to inter-laboratory study samples (Refer Above)

4/18/94 Jerry Ford called - Said samples (Refer above) were sent out on Tuesday, April 12 and arrived at Burnett St on Wed, April 13. Said Mike Johnston received them. I talked to Mike Johnston. He referred me to Harold Houston (Mats Distribution). Samples were located. Had not been forwarded to us. I sent John to pick them up.

4/18/94 Called Jerry Ford in Richmond to let him know that we had located the samples.

4/18/94 Instructed Analytical personnel to start on Interlaboratory study samples tomorrow.

4/18/94 Saw on Semi-Annual MES/SAN audit with Sammy Weston.

2055558880

4/18/94 (Refer. Pg 55 - Sandi Phillips) In a conversation with Bill Speicher, I re-emphasized that - During the time the Flavor Standardization Committee was in operation - it was understood by all concerned that our signature on a procedure only meant that we agree that it is a good procedure. Did/does not mean we agree to do it. (Manpower/budgetary constraints. Bill said he remembered.

4/19/94 Faxed an information sheet submitted by Kevin Cornell for "Oeli ShareGuard" glare guards for computer screens to be used out in the factory to Laura McCray. I had reviewed the memo which stated that the product was composed of polystyrene, polypropylene and EPDM (all approved). However, one of the pigments (Fallo Green) was unfamiliar. All other pigments were approved. Laura's group had not been able to find anything on the unknown pigment. Laura requested the fax.

4/19/94 Called Mel Dailey to inquire about MSDS he sent to me on "Kodapak" PET Polyester 9921. In our phone conversation, he had said that they needed a replacement ink for use in the factory. Ink presently in use is flying in air and contacting personnel in the area. However, the sheet indicated that the product use is "plastic". Mel did not answer page. Called Norman Smith. He said that he is working on the project but the item on the MSDS is not under consideration. Norman will contact Mel.

205558881

7/19/94 Mel answered page - Said Lisa Skidmore told him that they were getting the Kodapak "in". Mel will get with Norman.

7/19/94 Made arrangements for Videoconference - May 4
RRC Mtg. # 100-739-7260

4/19/94 MSDS - Kodapak was for replacement container for ink to prevent ink from flying. Constructed of copolyester. (approved). I asked Sue to have Jammy Weston look at the MSDS as a precaution. Jammy is in Louisville for an audit. Jammy wanted to analyze a sample for more information. Sue paged Norman. I told Sue not to take the whole container as that is the only sample they have. They will try to shave off a small piece.

7/19/94 Gene said that the M&S/SA auditors had told Betty Craig that she was not allowed to have a cup of water at her work station on 1-12. Due to the strenuous nature of the job, we felt that 1-12 Inspectors should be allowed to drink water at their station. I talked with Denny and he said water is allowed but no soft drinks, etc. in the area. I forwarded information to Gene. Denny said he would handle removing the observance from the report.

4/19/94 Talked to Kevin (Jallo Green). Pigment is actually in glass screen. I went down to his office to look at the screen on his computer and determined that a very low probability of contamination exists.

4/19/94 Asked Sue to take Jammy Weston to look at Kevin's computer tomorrow. Relayed Info to Laura.

2055558882

7/19/94 Scott Southard called - Wanted to know if I would prefer Sp. Gr., RI, etc specs to include target & range instead of just manual (High/Low). I told him yes. He said that is consistent with M.C.

- 4/20/94 Consensus feedback meeting (X-Y Comm)
at 1:30 pm. (Caren and myself) (Mtg X-Y)
All meetings need to be completed by April 29.
- 4/20/94 Called Kevin Connell to remind him to send
me a copy of his training schedule for
"Accident Investigation", "OSHA Compliance" and
"Safety and Health Management Responsibilities"
so we can schedule QA Super/Mgmt personnel
for these classes. Also requested training
materials for "Ergonomics" and "Hearing
Conservation". He said he will have the
materials ready for me next week.
- 4/20/94 Jimmy Weston has requested a sample of
the computer screens for analysis (Ref 959)
- 4/20/94 Kevin Connell called and said that he
does not want to send a computer screen
to Richmond for destructive analysis
due to the cost of the screens. I told
him that I would investigate another
means of getting a sample of the material
containing the Fallow Green and an
MSDS on the chemical.
- 4/21/94 Asked Sue to contact Orr Safety and request
a sample of the material containing Fallow
Green and an MSDS on the pigment.
- 4/21/94 Talked with Jimmy Weston - Computer screens
are approved for use in office areas but
Not on manufacturing floors.
- 4/21/94 Received memo from Kevin Connell. Based
upon QA investigation and documentation,
Pat Cook's Carpal Tunnel Syndrome is not
work related. Not OSHA Recordable.

2055558883

2/1/94 HC Croom called for a tank of hydrogen yesterday and Maintenance said there was no hydrogen in inventory. I recalled the same problem occurring on 4/15/94 (Refer: Pg 51) with Zero air. Pipefitters were not properly tagging tanks.

- I called Welders' Supply. They (Dale) said that, according to their records, we have 7 (200 size) and 7 (300 size) in stock.

- I sent Pat to the Maintenance tank storage area to inventory hydrogen tanks. Seven (7) 300 size tanks were accounted for. Of the 7 tanks, two (2) tanks were not tagged and were full. We were unable to find any of the 7 200 size tanks.

- Two full tanks were delivered to the Lab.

- I called Tom Kemp today and he said that he would address improper tagging of tanks on his end and will stress the importance of proper tagging of tanks to all of his employees working in that area.

- I called Welders' Supply (Dale). Told him that we had accounted for all seven (7) 300 size tanks but were unable to locate any of the 200 size. He checked their records and said that there is no record of any movement of the 200 size tanks since December of 1992.

- I called Dave Bellucci at the Annex to make sure they had not ^{been} mistakenly delivered to their tank storage area.

2055558884

- Checked with Denny. Service contract covering Feb. 3, 1992 through Jan 31, 1993 specified 300 size only. 200 size should not have been in inventory in Dec. 1992.

4/21/94
(Cont.) Called Welders' Supply again with contract information. The person (Barbara) who keeps the records will return from vacation next Tuesday. They will have her run a program to check the history of usage of 200 size hydrogen and get back with me.

4/21/94 8:20 AM - Called Harold Houston to tell him that a direct materials pallet (containing only shrinkwrap and cardboard) was just inside the 6-1 Lab entryway and not visible from the other side of the door causing a serious trip hazard. He said he would have it removed immediately. Doug Fessel said that he had been trying since 3:00 AM to have it removed. Checked at 8:35 AM - Pallet removed.

4/21/94 "Materials Ordered Through X-Orders" meeting at 10:00 AM. Meeting conducted by Greg Nuelman/Jammy Weston.

Note - Interlaboratory studies (Louisville samples) were completed and mailed to Jerry Ford on 4/20/94.

4/22/94 Meeting with Jammy Weston - Access to MES System (database). Jammy said it is considerably less of a problem to gain access now than when we put Sue on the system.

4/22/94 Caren called and said that Bruce Davies will give a presentation on Menthol meter Project in mid-May.

4/22/94 New Menthol Specs. Posted.

2055558885

- 4/25/94 Y Consensus Meeting (Primary)
- 4/25/94 Called Sharon Livers. She will attend both Consensus Feedback meetings tomorrow. (Cist Mtg)
- 4/25/94 Safety Mtg Notice (April 29) Safety Committee to Monica for typing.
- 4/26/94 Consensus Feedback Meetings (Cigarette Mtg X-Y Communications) 10:00 AM and 2:00 PM.
- 4/27/94 Meeting with Sue to finalize our input on Internal MES Procedure Draft. The draft will be submitted to Caren before typing.
- 4/27/94 Received an information packet from Greg Duelsman on the "ImCAT Tobacco Moisture Content Automated Testing System". After reading the literature and viewing the short videotape, it was determined that the instrument was designed (by the University of Kentucky Research Foundation) for on-site rapid moisture determination.
- 4/27/94 Belston Filter - Mtg to discuss Hydrogen and Zero Air generators.
- 4/27/94 Internal MES Procedure Completed - Sue to give to Monica for typing. Louisville Internal MES will be submitted to Sammy Weston after typing.
- 4/27/94 Distributed Safety Comm minutes (March) and meeting notice (April).
- 4/27/94 Refer Above: ImCAT. It was felt that this instrument was developed for purchasing of tobacco. Plan to forward information to RED or Leaf Dept.

2055558886

4/27/94 Mark Solari visiting from Australia. Training in Analytical Lab and other areas of Q.A. tomorrow

4/27/94 Richmond called concerning low menthol in Smoke Results (Results .49 - Target .65) on Virginia Slims Lt 100's Menthol - Initial issue to Singapore. The sundry listed the brand code 653-058 indicating formula 58 (Singapore). Gene retrieved past data on the brand generated by Richmond and found that a .49 is not unusual on the brand. He said that .49 has been acceptable in the past. I asked them to check their past history on C00653 Menthol 6's to Singapore and Japan and they will find that this is not an unusual variation. (Ext 2492)

4/28/94 Called Bill Ferguson concerning GC Room floor. A work order (Safety) had been written to repair the floor. The floor is buckling in places and coming up at the seams. Bill had inspected the floor and said it could not be repaired. I told Bill that there is no money in QA's budget to replace the floor. He said Bakan's budget will not cover it either. He said we may be able to replace it with a job order signed by Ray Taylor as it was unforeseen and is a safety hazard.

4/28/94 Bill Ferguson called back. He said he will get a quote ASAP and we will take it from there as to how monetary arrangements will be handled. He instructed me not to do anything until he gets a quote.

2055558887

4/23/94 GC Room personnel brought to my attention the fact that Pipefitters are now wearing Tyvek suits and rinsing/soaking their tools in a bleach solution after use when working on sinks in the Analytical Lab. When pipefitters were asked why, they said to prevent contraction of AIDS. The specialists were concerned because of their understanding that AIDS could not be contracted from sinks, water fountains, etc. I called Mel Dailey. He said that Maintenance personnel had been trained (recently) to wear personal protective equipment when working on toilets and urinals as a part of "Bloodborne Pathogens" training. Shop personnel felt that sink drains were also likely to carry bloodborne pathogens. Maintenance requested a procedure. Mfg Safety worked with the Medical Dept. to compile a procedure outlining personal protective equipment and hygiene when working on anything directly connected to a Sanitary Sewer line. The procedure also instructs them to soak their tools for 30 minutes in a bleach/water solution after use. Note: Hepatitis B is far more likely to be transmitted through sewage than AIDS. I explained this to Analytical personnel.

4/28/94 Larry called from Balston Filters. He said that Don Farthing is using a zero air at the Flavor Center and Jeff Sampson at R&D is pushing for the use of Zero Hydrogen.

4/29/94 QA Safety Committee Meeting. 2055558888

4/29/94 Bob Webber needed a decision ASAP on 1 1/2 lines of Chesterfield Blend (uncut) on hold in Total Blend because the incorrect Burley Top Casing was applied. The tobacco had been on hold since 2nd shift yesterday at approx. 19.5% OV. Decision needed immediately to prevent tobacco from molding. Bob had contacted Gene and Gene brought the situation to my attention. Bob suggested that we continue blending as if it were Brice and feed it into Brice.

4/29/94

Because of extreme difference between the Chesterfield Bly Top and Marlboro Bly Top, it was felt that Technical Services should be involved in the decision making process. I called Elmore Cook and gave him the details. Because Elmore needed some information on brand scheduling, he requested a conference call including Bob Webber. During the conference call, Bob gave Elmore the requested information and repeated his suggestion, in detail, of feeding into Brica. Elmore felt that this would be acceptable but wanted to check with Leaf Department management before authorizing the procedure. Elmore called back with the following instructions:

Come out of Total Blend feeding at the Brica rate. Continue to process. Add proper Brica ET, ISB3 and Brica aftercut. Blend in good standard Brica cut filler at 15% maximum. Do not process through Hauni Tunnel. No other addbacks (No rework, etc).

I called Bob Webber and gave him the information.

2055558889

4/29/94

Mary Lynn called - Tanaya Taylor sustained a first degree burn on 2nd Shift last night. Mary Lynn could not find her in the system. I told her that Tanaya is a Kelly Temporary. Mary Lynn will check with Kevin on how to handle injury of a temporary. Not Recordable
1st degree burn

4/29/94

(Refr above) Mary Lynn called back. She will return accident report to me for my signature and Bill Speicher's. We had not seen the report.

5/2/94 Copy of 1994 P.M.-U.S.A. OSHA Master Safety Training Plan for Quality Assurance sent to Joy Pickenell at LSPP at the request of Mel Dailay.

5/2/94 Burley Spray will be produced on Sunday due to holiday weekend.

5/2/94 L&M Ultra - Lights were placed on hold on basis of Richmond physicals. Cigarettes produced on March 14, 1994. Richmond found low RTD. All other Richmond Physicals were within spec. which could indicate an analysis problem. Cigarettes were tested (physicals) in Louisville on April 29 and all results were within specifications (including RTD). Samples of test and control were submitted to Louisville and Richmond smoke panels. Louisville Smoke Panel evaluated the cigarettes today. Results: No Significant Difference. Results were reported to Gene and Bernie. They are compiling information from all areas. Released 5/3/94

5/2/94 At the request of Mel Dailay, I asked Anna to call Hector Dingley to ensure that there will be a minimum of a 36" walkway around the new conveyor that will be built on 1-12. Anna called Hector and Gene checked the drawings. Hector will be in compliance.

5/2/94 Tried to call Betty Craig (Ext 6232) to check on emergency stop buttons. Sue Maupin took the call and said she did not think that they had been installed. Betty Craig was on vacation.

5/2/94 Reviewed accident report (Tanya Taylor). Accident not recordable. Employee is a Kelly Temporary. Accident had already been investigated and corrective action taken by Deanna Horrell. Signed the report, obtained Bill Speicher's signature and sent to Mfg Safety Dept.

2055558890

5/3/94 Called Kevin Connell concerning 2nd Otr training classes. He said that He and Mel will be instructing "Ergonomics" classes and they will not be ready to start classes for two weeks. He said that "Hearing Conservation" training materials will be ready to be picked up tomorrow. He re-emphasized that he will give us a schedule for "Accident Investigation", "OSHA Compliance and Safety and Health Management Responsibilities". He is also working on "New Safety Discipline Policy" Training and will schedule this training as soon as it is approved.

5/3/94 Working With Primary supervision to attempt to find-out target for Returned goods after ripper. They were not aware of the testing. Bob Webber gone for the day. He will be available in the morning.

5/3/94 Bernie said Janice Basic called and said that almost all of our menthol levels in smoke for the weeks of April 3 and April 10 were low. She asked us to check our data on:

- 620 Formula 58 (Singapore)
- 650 Formula 7
- 650 Standard
- 653 Formula 58 (Singapore) 6's (3M case)

All data - Packs, flavor and filler within normal range. I asked Bernie to request that Janice Review past menthol - in - smoke data on these brands.

2055558891

5/4/94 RRC mtg 10:00 Am - 12:00 noon.

5/4/94 Denny placed a trouble call on safety mirror outside Q.A. Breakroom. Mirror is coming loose from wall.

5/4/94 Meeting with Hosea Glenn to provide information to him needed for a meeting next week with Airco. Hosea had asked that I attend but I will be on vacation next week.

5/4/94 Asked Monica to attach "What To Do at Philip Morris During an Earthquake" to the April Safety Mtg minutes. Analytical Lab personnel had mentioned that they had forgotten the procedure. Because it has been over two years since we received training, it was felt that it would be a good idea to refresh everyone's memory.

5/4/94 Sue reserved Marlboro Conference Room for next RRC mtg scheduled for Wed., June 22 at 12:30pm

5/4/94 Mtg with Hosea Glenn to show him location of tanks (Specialty Gases).

5/5/94 Bill Ferguson called with quotes for new floor in HC Room (Refer Pg 64). We opted for Armstrong Vinyl (welded - no seams) \$3105.00. This is the type used in hospitals and would last longer.

5/5/94 Compiled & distributed Bill Spieker's Monthly Safety Update (may)

5/16/94 Talked with Caren concerning questions on menthol levels in smoke (Refer: Pg 68). While I was on vacation, Richmond had called Bernie again to report low menthol in smoke in G's. I told Caren that G's normally run low in O.V. menthol due to the packaging. I needed more info on brand & date from Bernie to investigate. Bernie not at work.

2055558892

5/16/94 Page Andrews called from Richmond to question reasons for acceptance of tankers of casing 70 that were out of spec on SpGr. The following are the tankers in question:
(Lower Limit 1.0350)

Date	SpGr.	
9/29/92	1.0340	
12/11/92	1.0335	OK - Rounding Rule
12/18/92	1.0342	
3/2/93	1.0342	

Upon investigation, it was discovered that, at the time the tankers were accepted, the specs were SpGr: 1.0338 - 1.0358. Therefore, all of the shipments in question were within spec with the exception of the 12/11/92 shipment which was borderline (OK under Rounding rule)

I called Page to relay above information and tell him that, according to our records, some time between May and September of 1993 the specs were changed to 1.0350 - 1.0370.

5/17/94 Monica completed typing Internal MES (Louisville procedure) while I was on vacation. Sue held it until I returned for my approval. Louisville Internal MES approved and sent to Jammy Weston.

5/17/94 Called Woody Thomas. He had sent me some information on "Kaymich Flavour Dispensing Unit". The proposed uses were application of menthol at makes. He also sent information to Cabarrus and received positive feedback.

(Cont Next Page)

2055558893

5/17/94 (Cont) Possible advantages: Eliminate need for menthol silos, menthol aftercuts and menthol P2 as menthol could also be applied at KDF. No massive cleanup on makers for changeovers. Reduced alcohol usage.

All of the above would result in significant cost savings.

Woody said he would like to test the equipment if there is any interest.

I told Woody that I would review the methods and discuss with Manufacturing Management/QA Management.

5/17/94 Denny called Bill Ferguson with charge number for new DC Room floor 998-15D-632-22. Cost will be \$3105.00

5/17/94 Talked to Gene about "Keymich Flavour Dispensing Unit". He said that QA would definitely be interested in it. We will talk to Bill Speicher to obtain approval for testing in Cigarette Mfg.

5/17/94 VSSSM - Produced 5/12/94 - Placed on Hold on 5/12/94 for low menthol in total packs. Suspect that cigarettes or components stored for long period of time before packing. 3:00 AM - 12:30 PM production held. Very low menthol at 8:00 AM pickup. Awaiting further sampling from critical time periods. 34 Cases throughout time period of low menthol reduced to filler. Informed Analytical personnel

2055558894

5/18/94 Mary Lynn Cotton inquired about "All Star Film Free" Glass Cleaner. She said it was being distributed from the stockroom. I called Jammy Weston to determine whether the product had been approved. Jammy said that "All Star Glass Cleaner" had been approved in February (QA# 9954). We were not certain whether this was the same as the All Star Film Free. I called Dave Bratcher. He said that ^{all of the} All Star products were approved for use in Richmond according to the vendor (Unisource).

5/18/94 Talked with Sue (refer above). She had compared the MSDS for the approved glass cleaner with the "All Star Film Free" and they did not match. I asked Sue to obtain copies from Mfg Safety so that I can compare them and, in the meantime, rush a sample of the Film Free to Richmond with notation that the product is already in use in the factory.

5/18/94 Mtg with Scott Southard on "Glove Policies, Procedures and Instructions." Feedback has been requested (to Greg Nixon or Mary Beth Lambert by May 31. Response from Louisville due by May 26 (Governors Conf. 26th, Holiday, Vacation). Stu Burns was also in attendance.

5/19/94 Josh Lardin requested to be included in smoke panels. His request was approved.

5/19/94 Mtg with Mel Dailey, Norman Smith, Mary Lynn Cotton, Sue Eaders, Dan Skipworth, Ann Cook and Joe Hall (Unisource) to work out problems: ① Chemicals arriving without MSDS, and ② Non approved items sent in by new vendor. (Cont)

2055558895

5/19/94 (Cont) All Unisource supplied "All Star" cleaning materials were reviewed to determine whether the names and ID numbers on the products on order or in use matched Philip Morris MES approval sheets as well as MSDS'. All of the "All Star Film Free" Glass Cleaner was placed on hold in stockroom and removed from factory at my instruction. The cleaner has not been approved. Ann Cook will obtain an emergency supply of Surface Sheen until status of the "All Star Film Free" is determined. Other All Star products of questionable status are being investigated.

5/19/94 Talked with Kevin Connell concerning 2nd Qtr mandatory safety training. He feels that the best way to handle is as follows:

Separate modules: (In Order)

- ① Safety & Health Management Responsibilities
- ② OSHA Compliance / New Safety Discipline Policy
- ③ Accident Investigation

Because of the fact that Louisville QA has fewer than ten supervisory/management employees, Kevin will include our Supv/Mgmt personnel with Maintenance, Shipping and LSPP training sessions. He will send me schedules as soon as they are set-up. He said, if he does not get back with me before May 26, we will discuss schedules at the Governor's Conference as they should be set-up by then.

He said Ergonomics classes will be scheduled in June.

I told him that I will pick up Hearing Conservation training materials tomorrow and schedule all of QA.

2055558896

- 5/20/94 Obtained Karen Hughes & Bill Speicher's signatures to John Spradling's (out-of-cycle) SRN. Returned to Shirley Smith in HR. (Hand-carried)
- 5/20/94 Picked-up "Hearing Conservation" training materials from Mel Dailey.
- 5/20/94 Received Sundry Inquiry and returned to Annie Cason (Richmond Finance) indicating that the FTIR had been repaired and returned.
- 5/23/94 Talked with Denny - Josh Hardin will begin training in Environmental Lab next week.
- 5/23/94 Burley Spray, A/C flavors & Casings will be made-up on May 30 (Holiday). Informed MC Room personnel. One person will cover.
- 5/23/94 Mel Dailey called - said that Janice had authorized removal of lock cut-off on 2-8 glue tank without going to the floor. Investigation revealed that the lock was not a lockout device for safety - Only placed on pump on weekends for security of the glue system (to prevent tampering). No Violation. I called Mel to give him the information.
- 5/23/94 All QA Supervision & above & possibly all technicians and inspectors will be trained in "lockout" because, after July 13, new Safety Discipline Policy will dictate automatic suspension for violation of lockout procedure.
- 5/24/94 Smoke of unknown origin on 6-1. Called Mel Dailey. Mel alerted Security. Toured 3-1 4-1 5-1 & 6-1 with Security & Denny Price. Smoke and smoke fumes in all areas. A/C Cut off in case fire is in ductwork.

2055558897

5/24/94 Mel Dailey called about bat in restroom at Annex on 1st floor across from Virginia Slims Conf Rm. Denny sent Don Anderson to assist.

5/24/94 Welders' Supply service contract renewal (standing order) request came to Denny's and my attention. I completed my part and gave to Denny to see if he wanted to add anything. Gave to Monica for typing - signed & gave to Denny.

5/24/94 Tried to call Woody Thomas to respond to inquiry as to whether Louisville would be interested in the Kaymick Flavour Dispensing Unit. Machine said he will be out until June 6.

5/24/94 Security called in reference to smoke and fumes. (Refer: Pg 74) Source was smoldering tobacco dust in 1-3 Conditioning area near conveyor hoist, created a chimney effect causing smoke and fumes on floors. Extinguished with water.

5/24/94 Ada Wallace had reported to Caren Dukes that the Control Room can override lockout of silos. I called the Control Room. They said that, if silo is locked out according to procedure, nobody can start it up.

5/24/94 Monica distributed Safety Committee meeting notice. (May)

5/24/94 Received memo from Janice Basic concerning consistently low menthol in smoke on:

To: • B. Clark

Date: May 18, 1994

From: • J. Basic *md*

Subject: MENTHOL LEVEL: 00653 (NIS) - VIRGINIA SLIMS 100s MENTHOL 6's FTB

Per your conversation with A. Milburn last week, you are aware of our concern about continued low menthol levels on the 653's. It appears that menthol on filler has been low as well as that there may be issues with menthol migration during transport of filler in Saratogas or into 6's pack board.

Please keep us informed of corrective action taken and of pack board test results.

Wrote a note to Caren requesting menthol samples from boxes on the next run. (Scheduled before shutdown).
Posed a question as to specialists (Samples can be obtained with routine OV.)

2055558898

5/24/94 Called Greg Nixon - Left a message on his machine concerning feedback on "Flavor Policies, Procedures and Instructions" Scott Southard presented on 5/18/94. (Refer: Pg 72)
Told him:

- I felt that the topics listed were the right topics to address.
- I did not see any topics that needed to be deleted or added.
- I felt the priority of importance should come from Stu Burns as most of the topics (7 out of 10) applied to his area rather than Quality Assurance.

5/25/94 QA Safety Committee Meeting

5/25/94 Governor's Safety Conference tomorrow

5/25/94 Oil fire on 5-8. Kevin Goiter had ten trucks of plugs on floor. Bernie, Gayle, Tina, John and I did subjectives. Felt that small amount of odor found in some of the plugs would dissipate. Released -
Notified Kevin & Ken Bradley

5/25/94 Factory Panel Leadership Training to be held in Louisville on Wed., June 15.

5/25/94 ARA mistakenly ordered ^{and put} blue & green - mon approved - earplugs in machines.
Mary McMarvey called me to inform me of steps that had been taken:

- ① All non-approved earplugs removed from machines & returned to vendor
- ② Notice put on monitors - Blue & green not approved - Return & will replace with new approved plugs

PMT, ARA, QA and Medical are aware of situation

2055558899

3/1/94 Scheduled QA Supv for "Safety & Health Mgmt Responsibilities", "OSHA Compliance", "New Safety Discipline Policy" and "Accident Investigation"

1/94 Called Mary Lynn - Asked him to send Caren any correspondence relating to above mentioned classes if scheduled between now and middle of next week. She will handle. I will be on vacation.

1/94 Gave tape and sign-in sheets (Hearing Conservation) to Terri. She will coordinate training. Also, gave sign-in sheet with instructions to all Inspection Supvs. in case they cannot meet Terri's schedule. Doug Fessel will train "C" Shift.

1/94 Compiled Bill Speicher's Monthly Safety Update - Gave to Monica for typing & distribution.

1/94 Called Bill Ferguson - Vinyl (Seamless) floor will be installed in KC Room - Mtg will be scheduled for next week to plan installation.

7/94 X-Y Feedback Meeting - Caren, Denny & myself.

8/94 Ductwork coming apart in Cigarette Reject Room. Denny called in - Safety - Trouble Call

8/94 Problems with Round Robin results. I felt due to:

- Samples arriving in Louisville on 4/18. They were supposed to arrive in Louisville on 4/5. (Refer Pg 46, 55, 57).

- Dayle on Vacation
- Pat on 1st - Had never done Round Robin before - She did analyses
- MES/SAN audit in progress
- Mark on 3rd -
- KC Room understaffed - Rushed - Due to late samples

2055558900

78
6/8/94 Called Ann McDaniel - Requested a retest -
She will talk to Jerry Ford. She also
said not to be concerned - Other factories
also had similar situations. She said
that the major purpose of the PPI audits
and round robins is to check all factories'
condensed procedures and possibly modify,
if necessary.

6/8/94 Ann McDaniel will be sending a question-
naire on smoking panels and one of
her people will be calling. Survey at
the request of the Quality Council. She
feels that the Factory Panels are very
important as they are experts in specialized
areas. Eg.: Louisville is known throughout
the company as "The Menthol Panel".
The survey will deal with decisions
made in all locations.

6/8/94 V-Z Consensus Feedback meetings
scheduled for 10:00 AM - 3:00 PM
Friday, June 10.

6/8/94 Mark Fink (Cabarrus) called - Asked
if he could have access to our procedure
for using anethole as an internal
standard. They are having problems
with ghost peaks using Undecanone.
Sue faxed them to him.

6/8/94 Mark Fink Phone # 9-226-5273

6/9/94 Meeting with Bill Ferguson, John Georgas
on installation of new IC Room floor.
Will involve moving everything out
of the lab except instruments on
built-in work benches.

2055558901

8/94 Meeting to discuss Eff-out Factory Smoking
Panel Survey to be faxed to Chris Chance today.

9/94 Contacted data center to arrange to have System 34
Computer moved and re-wired for use in another
area during the time that new floor in Analytical
Lab under construction.

9/94 Meeting with Deanna Horrell

9/94 Examples of items mentioned in Cabarrus PPI Audit Report:

- Procedures not done in accordance with PPI
- Non - odor free environment in Lab
- Balances not calibrated daily

Several other items were listed.

Cabarrus working on a response. Not satisfied with report.
(Refer Pg. 58 - Top of Page) - Nelson Hawkins is also
aware that all members of the Flavor Standardization
Committee understood that "signing-off" on a procedure
did not mean that facilities would run by the procedure
due to budgetary constraints, manning requirements
and equipment/laboratory size requirements.

9/94 Data Center Phone # 1266 2055558902

9/94 Data Center called back - Modem line and other
cable hooked to T-8 will be moved by Thursday of
next week so Computer can be moved to the Breakroom.

9/94 Prepared materials for Consensus Feedback Meetings.

9/94 Barbara Wayne will call Nita Winston on 5440-087 Audi
(KCC) order - sent to Richmond 5/31/94 and request that
all CI data on this order be faxed to her. She will
forward data to Caren Hughes. Barbara also holding
retains at Caren's request. Barbara said the order
was started before Memorial Day weekend and
finished after the holiday. This could account for
extreme CV differences

6/10/94 Y-Z Feedback meetings 10:00 AM and 3:00 PM.

6/10/94 Computer will be moved next Thursday - Phone lines and coaxial cable will be temporarily moved. Moving of coaxial cable will necessitate down time for Cookroom and Lab computers (approx 1/2 day).

6/10/94 Jerry Ford called - Will send another set of samples for measurement assurance studies due to problems with Round Robin. (Refer Pg 77).

6/10/94 Mtg with Barbara Wayne to complete Factory Smoking Panel Survey to be faxed to Ann McDaniel.

6/10/94 Primary XYZ Communications for Process Standards completed.

6/13/94 (Refer Pg 68) Cigarettes on trucks 653-Formula 58 sampled for total menthol in cigarette (top and middle from each end / each level / each of the two trucks). Sampling done because of low menthol levels in smoke on this brand. Special samples from boxes of fillers and plugs were not obtained because cigarettes were run on 3rd shift and QA was not notified. I requested samples of packs if cigarettes pass QA analysis. G's packs pull moisture from cigarettes and, theoretically, do the same with menthol.

6/13/94 Peter Karla (Czech Republic) training in Analytical area.

6/13/94 Attended Central Safety & Health Committee Mtg. Bill Speicher on vacation.

2055558903

6/13/94 Factory Smoking Panel Survey faxed to Chris Chance.

6/13/94 (Refer Pg 80:) Menthol results were slightly low but acceptable according to Tech. Services (Flavor) Specs. - Packed and released. Cigarette Mfg. will change ^{cover} ~~maker~~ / Packed inventory to prevent cigarettes from sitting on floor for long periods of time on C's. Woody had accidentally quoted the incorrect spec. to us today.

6/14/94 Gene said A/C will be turned off on "A" Shift ^{for cleaning} - Analytical Lab will be on back-up units. Computers in offices should be turned off at main power. Black sediment will need to be cleaned from all areas due to blowing out.

6/14/94 Refer Pg 77 (Top) Training: Janice, Anna, Tina, Bernice, Doug, Del and Denny attended. Jeanna, Gene and I will attend make-up classes scheduled for 2:00 Thursday and Friday (Vacations when training was done). Unable to locate Carew to find out whether she can attend (United Way). Multi-Purpose Conf Rm

6/14/94 Del Smith called. Said that silicone based Allstar Furniture Polish (not approved for use in factory - Unisource has not submitted sample) is being used on furniture in Primary Lab. Mist from spray bottle settles on floor making floor very slick. I notified Mel Dailey. Mfg. Safety may want to prevent this product from being used. Don Skipworth said that many of these materials are ordered through the X-Order system in a phone call with Sue. Other than that, Don is not sure how the materials are getting into the factory.

2055558904

6/14/94 Mel Dailey called - Said that they are considering mandating that machines be locked out when radioactive sources are removed. I talked to Denny - Told him that Mel had requested a copy of source removal procedure and that Mel will need to observe a source removal. Denny said that Maintenance would have the procedure for removal as their personnel actually remove the sources. Denny or one of his people who are on license would have to notify Mel when a source is to be removed for him to observe. Licensed QA person must also be present when source is removed. Denny will contact Mel.

6/14/94 Memo - 2nd Qtr Physical Hazards Inspection -
Gave to Monica for typing. Distributed

6/15/94 Factory Panel Leaders Workshop - Held in Louisville. Standardization of documentation, computerization, attributes analysis and reasons for increased documentation discussed. Ben Baronian gave a presentation on use of scanning devices in data analysis for subjective evaluation.

6/15/94 Mark Watch was instructed to coordinate installation of concave mirrors for security in the Analytical Lab.

6/15/94 Flooring selected for Analytical Lab floor. Computer and furniture will be temporarily relocated tomorrow so workmen can begin removing old flooring.

2055558905

1/5/94 Mandatory 3 day SAS (Statistical Analysis System) Class - second week in September - All panels will be doing statistical analysis on this system. Next Factory Panel Leadership Workshop will coincide with this. Barbara/myself expected to attend.

6/15/94 QSS (Quality Systems & Specifications). Ben Baronian will monitor Factory Panels.

6/16/94 Doug Fessel left a message for Gene that 1-12 Inspection area is extremely hot. One of his Inspectors became ill from the heat and went home. I was under the impression that air conditioning of the area had been completed in September of 1993. This included enclosing the area with brick walls and installation of plastic strips as a doorway that will accommodate pallets into the 1-12 area. Gene felt that the A/C unit installed may not be adequate for the area. Gene called Mel Dailey and went to 1-12 to investigate. Situation and Q.A. follow-up described in following E-Mail Communication:

COLEMAN, GENE

To: WHITE, TOM
Cc: SPEICHER, BILL
Subject: 1-12 Heat Problem

As I am sure you are aware 1-12 is one of the most difficult areas in the plant to work... This is particularly true in the summer as there is a TREMENDOUS heat build up in that area...I know that work has been done in an attempt to correct this situation, but thus far it has failed...With the changes to be made this coming shut down it is apparent that the heat problem will be even worse and I understand that there may not even be room for the portable AC unit (which is nothing more than a cool fan). I spoke with Hector Gonzalez and he also has been concerned about the heat and in particular after the shutdown renovations. He has spoken with Ron Bakan about extending the factory AC in this area but has learned that due to work load nothing can be done with extending the AC until AFTER shutdown. For safety reasons it would appear that the heat problem must be corrected either BEFORE the 1-12 renovations or CONCURRENTLY. I have already had inspectors becoming ill from the heat. As we all share the responsibility to ensure the safety and well being of employees in that safety is a high priority goal of PM (Continuous improvement of the quality...of worklife...etc.) I would greatly appreciate anything which you can do in assisting in the elimination of the heat problem on 1-12 in an appropriate manner. Obviously, I do not want a Recordable work related illness to occur but most importantly I am concerned about ANY injury happening due to any perceived lack of concern or forethought on the part of the company.

2055558906

6/16/94 Ben Baronian called and requested samples of L&M Long Size Hard Pack for evaluation against Cold Storage Product by his panel. I've checked with Chuck Thompson - that brand is not run in Louisville. I called Ben and left a message on his machine.

6/16/94 Gene, Caren, myself - Attending Four
Module Safety Training 2:00 today.
(Refer Pg 77 & 81) Deanna scheduled for tomorrow.

6/16/94 Computer (System 36) Removed in preparation
for replacement of floor in Analytical Lab.

6/17/94 Four Module Training Completed.

6/17/94 Mel Dailey mentioned to Gene and me:
An outside contractor will be called
in to run factory air conditioning
to the 1-12 area before ^{July} shutdown.
In-house personnel unable to get to this
project before July shutdown. (Refer Pg 83)

6/17/94 Mary Lynn Called - ^{Mel} Needed to know
whether All Star Non-Acid Bowl
Cleaner was approved. I called
Jammy Weston - left a message on her
machine - No response. Paged her on
her beeper - No response.

6/17/94 I talked with Ann Cook. She had an
approval sheet for the All Star AS
492 Non-Acid Bowl Cleaner. I hand-
delivered a copy to Mfg Safety.
QA # 9924 Recommendation Code U -
Acceptable for Intended Use Only

6/17/94 Ann Cook Requested ME's status
of Flair Furniture Polish (unable to
get Regular Pledge - only lemon - not
approved due to odor) and:

Vanish Drop-In Tablets for Toilet
Bowls - Norman has already
ordered a case - Purchasing placed
on 6/16/94 (Cont)

2055558907

6/17/94 (cont) Called Tammy Weston concerning Flair & Vanish -
(Refer Pg 84) Left a message on her machine -
No response. Paged Tammy on her beeper -
No response

6/17/94 Tammy called at 11:00 AM. Said she would check
on above mentioned products when she returns
to her office.

6/17/94 Mel Dailey said to delay training of non-exempt
personnel - "New Safety Discipline Policy" until
further notice.

6/17/94 Tammy's reply - (Refer above) Flair Furniture Polish is
approved - No information on Vanish - Need to send
sample to MSDS. Called Ann Cook. Ann said that the
vendor said that Vanish was on a list of PM approved
materials. I asked Ann to have vendor fax list to us.

6/17/94 Kevin Connell, Mel Dailey and Norman Smith
talked with Larry Bates - Greg Huelsman not
available - concerning problems brought about by
materials arriving without approval from QA
and/or Mfg Safety. All Louisville agents said
they have their vendors under control. He said
he feels that the next avenue is to talk to Greg
Huelsman when he returns to try to achieve some
kind of global solution.

6/17/94 Mel and I had a discussion concerning actions
to take when a product with a U (Intended
use only approval) rating is observed being misused.
Example: Bowl Cleaner on Manufacturing equipment.
Mel feels confident that, when Norman is advised
of the problem, appropriate action is taken. I agreed;
Based upon recent experience with Norman in removal
of non-approved materials from Production areas.

2055558908

6/17/94 Mold on menthol silos - Either a white mold or mold with menthol adhering to it. Ed Turner ordered special cleanup on Sunday. Gene and I followed up, at Denny's request to make sure cleanup of mold is not done with air hoses - which could result in blowing mold in the tobacco, causing TOS problems. Called Keith Haynes. He said that they are vacuuming rather than blowing the mold on cleanup.

6/20/94 Laura McCray called - R RC Mtg cancelled for this Wed. Asked if Louisville Videconferance equipment would be available at 9:00 AM on June 30. I called Phyllis Andres. She said equipment not available on that date. I called Laura - forwarded this info to her machine.

6/20/94 Bernie took the Hearing Conservation Vides to The Warehouse to train QA personnel at that location.

6/20/94 1-12 Chemical Storage Area - Power Box ^{control panel} Open - Sign Warned - Danger - 450 Volts - Lock out. Box was open but unattended - Not locked out. Denny reported to Mel and Harry Lee. Mel agreed with Denny that the area should be barricaded when it is necessary to work on it. Harry Lee will barricade.

6/21/94 Meeting with Vendor (Unisource) to re-emphasize that MSDS must accompany or precede any new chemical received. Also that all materials must be approved through the MES before received. Purchasing and Manufacturing representation in attendance as well as Mfg safety.

2055558909

7/21/94 Called Caren to let her know that RRC Meeting has been postponed but not rescheduled at this time.

6/21/94 (Refer Pg 86) Denny checked the control panel this morning. Although caution tape was around the panel, he did not feel that the panel was effectively barricaded as it would be easy for someone to fall or lean into it. Denny took Mel to the panel so that he could visually inspect. Situation is now in Mfg. Safety's hands.

6/21/94 Sue found Vanish Professional Bowl Cleaner in the database. Jammy Weston had been unable to find it. Approved for intended use.

6/21/94 Greg Huelsman and I called Jammy Weston to:

- Request ^{that} documentation of all approvals be forwarded to Louisville. Jammy agreed to do this.
- Make sure that all approvals of chemicals include MSDS Product numbers in order to avoid confusion regarding product names (Eg: Allstar Film Free Glass Cleaner / Allstar Glass Cleaner). Jammy agreed to do that whenever possible.
- Expedite approval process on three chemicals (Allstar) needed ASAP. Jammy will call EHES.

6/21/94 Greg Huelsman said that, when new line of cleaners is approved, he will issue a list of cleaners approved for use in Louisville as he did in the past.

6/21/94 During the meeting with Unisource, Mel Dailey re-emphasized to Unisource that MSDS for any chemical must be received in Mfg Safety before material is received.

2055558910

6/21/94 I spoke with Greg Vuelsman concerning Problems with Fisher Scientific (Ammetus Vendor). Mentioned late delivery, substitutions, unavailability of product and poor service from Fisher representative assigned to us. Told him that Analytical Lab personnel had been trying to reach Ron Coleman for months with no response and that they finally started communicating with Fisher's Richmond Rep to resolve problems. He said he would follow-up.

6/21/94 Accident report completed - Clarence Jackson - Insect bite - Not recordable.

6/21/94 Ron Coleman (Fisher Scientific) called. Wanted to know how he could be of assistance in problems with Fisher. I told him that we have a number of problems and suggested that he call Daryl Blackaby.

6/22/94 Talked with Mel Dailey: Clarence Jackson said that the insect bite sustained yesterday was still bothering him (itching & burning). He was afraid that a second visit to Medical/second application of medication might constitute a recordable injury. I told him that it was his decision as to whether to visit Medical but that I would call Mel to find out whether an insect bite could become a recordable. Mel said that he did not think that an insect bite would become a recordable, even on subsequent visits unless it became infected.

6/22/94 Mel Dailey wanted to know whether it would be acceptable from a Materials Evaluation standpoint to use a propane fork lift in the Conditioning Area over July shutdown. No problem from a materials evaluation standpoint.

2055558911

6/22/94 (Cont) Confirmed through Tammy West - Not a Mathew problem.

6/22/94 Called Jerry Ford - Still have not received repeat round robin samples. Left a message on his machine. Asked him to call me back.

6/22/94 Asked Janice to have sample people to record the formula # on export packs as some export brands have different menthol targets for different countries. She said she would instruct them to do this.

6/22/94 Asked Doyle and John to cover "A" Shift Saturday as tanks will be removed and replaced at approx. 7:00 AM Sat - Flooring. Refer: GC Room Log.

6/22/94 At my request, Sample Attendants were instructed to include brand code and formula number on each pack sampled for menthol analysis. Anna asked me to keep her posted as to Conformance / non-conformance to this procedure.

6/23/94 Returned "Hearing Conservation" tape to Mary Lynn. Have sign-in sheets to her. Filed QA copies.

6/23/94 Obtained Bill Spercher's signature on accident report - Clarence Jackson.

6/24/94 Sue hand-carried accident report - Clarence Jackson - to Mary Lynn.

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6/24/94 Ed Whelan left a porcelain cleaner and a bowl cleaner on my desk. I called Mel - gave him the name of the cleaners and asked him if he was familiar with them. One contained hydrochloric acid and the other phosphoric. Labels indicated very hazardous to use. Mel was not familiar with them and did not have MSDS on either of them. I sent both bottles to him (Sue hand-carried). Sue recorded name of cleaners.

To Ann Cook / Mel D.

- 6/24/94 Woody Thomas called to set-up a test to evaluate menthol foil on 6's to bring up menthol level in 6's (Box surrounds 6's and absorbs menthol). I told him that the week after the July Shutdown would not be good. After talking with Gene and Bernie, it was decided that the week of July 25 would be the best for us. PPI audit - Richmond group will be in Louisville the week of July 18. Woody and Virginia Graff will come to Louisville to coordinate testing. Called Woody - left a message on his machine.
- 6/24/94 Called Woody with Louisville response to inquiries regarding the Kaymick Flavour Dispensing Unit.
- 6/24/94 Asked Woody Thomas to call Bernie Clark with proposed date for above-mentioned test. Bernie will assist in coordination with Cigarette Mfg. & LMC. Woody can coordinate Analytical testing through me when he arrives in Louisville.
- 6/27/94 Dayle will work Sunday July 10 to cover Burley spray, Bright Casing and afternoon flavor preparation.
- 6/27/94 Mtg scheduled with Caren Hughes for 2:00 pm tomorrow to discuss procedure for corrective actions for flavors not passing QA analysis.
- 6/27/94 Called Jerry Ford again. Left a message on his machine. Still have not received samples for measurement assurance studies. Samples were supposed to have been mailed June 10. Asked him to call me back.

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6/27/94 Jerry Ford returned my call. He said the samples were sent out air-mail overnight through a private package delivery service last Friday. He said they should have been in today's mail. I told him I would call him tomorrow if samples have not been received.

6/28/94 Received samples from Jerry Ford.

6/28/94 Safety Committee meeting notice (June) distributed

6/28/94 Received fax from Kevin Connell regarding bowl cleaners (Refer Pg 89):

INTER-OFFICE CORRESPONDENCE

Manufacturing Safety Department

Philip Morris U.S.A.
Louisville, Kentucky

To: Norman Smith
From: Kevin A. Connell^{KAC}
Subject: Use of Special Bowl Cleaners

Date: June 27, 1994

I have reviewed the MSDS's for Wepak Pink Emulsion Porcelain Cleaner and National Laboratories VANI-SOL Bowl Cleanse. It is my understanding that there is a special need for these cleaners in that there is rust and calcium incrustations on the urinals and toilet bowls.

The Wepak Pink Emulsion Porcelain Cleaner contains 20% phosphoric acid while the National Laboratories VANI-SOL Bowl Cleanse has 23% hydrochloric acid. With a pH less than 1, the use of these corrosive chemicals presents safety hazards that need to be reviewed. In being a corrosive contact can cause damage to the skin, however, a more serious exposure is to the eyes from a splash. Also, special attention must be given to assure that either one of these chemicals cannot be mixed with bleach or alkalis. Respiratory protection is not required, but proper ventilation must be provided to avoid inhalation problems such as headaches, dizziness and throat irritation.

The use of these two chemicals is approved if the following criteria are met:

1. Limit the use/distribution of Pink Emulsion Porcelain Cleaner and VANI-SOL Bowl Cleanse to the janitor group - not for general distribution in the factory.
2. Conduct a Hazard Communication training session to review the MSDS and the hazards associated with the chemicals. Document the training with sign-in sheets.
3. Requirement of safety goggles (not safety glasses) and rubber gloves when handling either chemical.
4. Ensure proper ventilation in work areas by making sure bathroom fans work and keeping doors open; add mechanical ventilation if necessary.
5. To avoid any potential mixing hazard ensure that bleach and/or alkalis are not present at the job site.

The Pink Emulsion Porcelain Cleaner and VANI-SOL Bowl Cleanse will be added to our chemical inventory when Quality Assurance gives final approval for their use. Also, you are required to complete a chemical inventory sheet for each chemical.

c: D. Coleman
A. Cook
M. L. Cotton
M. Dailey
S. Eadens

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- 6/28/94
(Cont) I asked Sue to fax a copy of Kevin's memo along with MSDS for each of the cleaners to Tammy Weston. Have Greg Huelsman approval to order the cleaners today for shutdown use. Norman Smith will be responsible for ensuring that Kevin Connell's criteria are met.
- 6/28/94 Monica distributed May Safety Committee meeting minutes.
- 6/28/94 Meeting (2:00pm) with Caren to discuss procedure for corrective action for flavors that do not pass Q.A. analysis.
- 6/28/94 Gene and Bernie informed me that the "Run to order" system will be discontinued within two weeks after the July shutdown. This will decrease the number of on-the-fly changeovers but will necessitate overtime on weekends for GC testing of changeovers. I informed Analytical personnel.
- 6/28/94 Talked with Bill Speicher concerning replacement of the 5710 GC. Have him copies of a letter I submitted last year and an E-Mail message Gene sent to him in May. The instrument is no longer functioning properly and replacement parts are not obtainable. He will investigate how to order. Requests for new GC's have been submitted in capital budgets for at least the past two years but have been removed from the budget.

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29/94 Gene said to get paperwork going on new HC as soon as possible. Bill Speicher and Ray Taylor approved purchase.

29/94 I called Greg Huelman to find out whether we could order HC direct from Hewlett Packard rather than going through Fisher. Greg checked with Richmond and said we could handle the purchase as an OEM rather than going through Fisher (Omnibus).

29/94 I called John Stokes (Sales Rep for Hewlett Packard) and requested a quote on a 5890 dual FID - dual integrator GC. He said he will fax a quote today. He said the new HC could be delivered two weeks after receipt of PO.

29/94 Larry Jones called from Richmond inquiring as to "What is a class 3 cleanup in Cigarette Mfg?". A special test involving Raspberry Flavouring is being run at the Semi-works/M.C. and a Class 3 Cleanup is called for in the RCD Procedure. Nobody at RCD can tell them what a Class 3 cleanup is. I was unfamiliar with the term - checked with Janice Branam / Clarence Collins. They had not heard of it. I told Larry that nobody here was familiar with the term but if he finds out what it is and we need to know - Please call me. He said he would.

29/94 Bill Ferguson said to get with him after July shutdown about painting the HC Room. He would rather do it on a weekday so that our people will be here to move & replace instrumentation. Painting will come out of the Building Budget.

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